



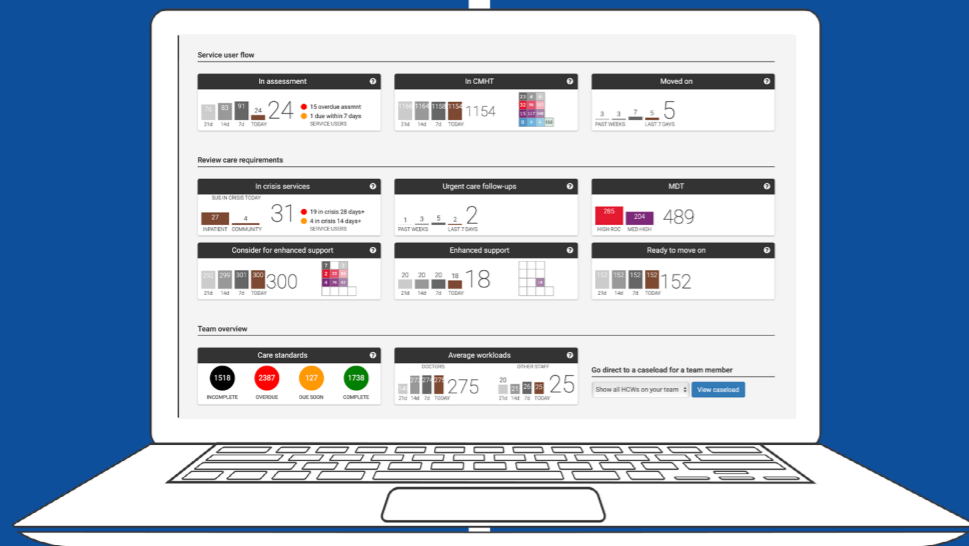
Using MaST to support team management

Introduction

This brief guide is designed to ensure that CMHT managers are able to use MaST to its full potential.

It is divided into several sections so that you can select parts that are relevant to your specific needs or role. You can also find video tutorials, frequently asked questions and other resources available on MaST which are very helpful. To access these, log into MaST and click the green question mark in the top right hand corner.

MaST isn't there to replace your knowledge, and expertise nor your clinical judgement. It's designed to give you the information you need when you need it, in a way that minimises administration time so you can spend it on recovery-focused care with your service users.



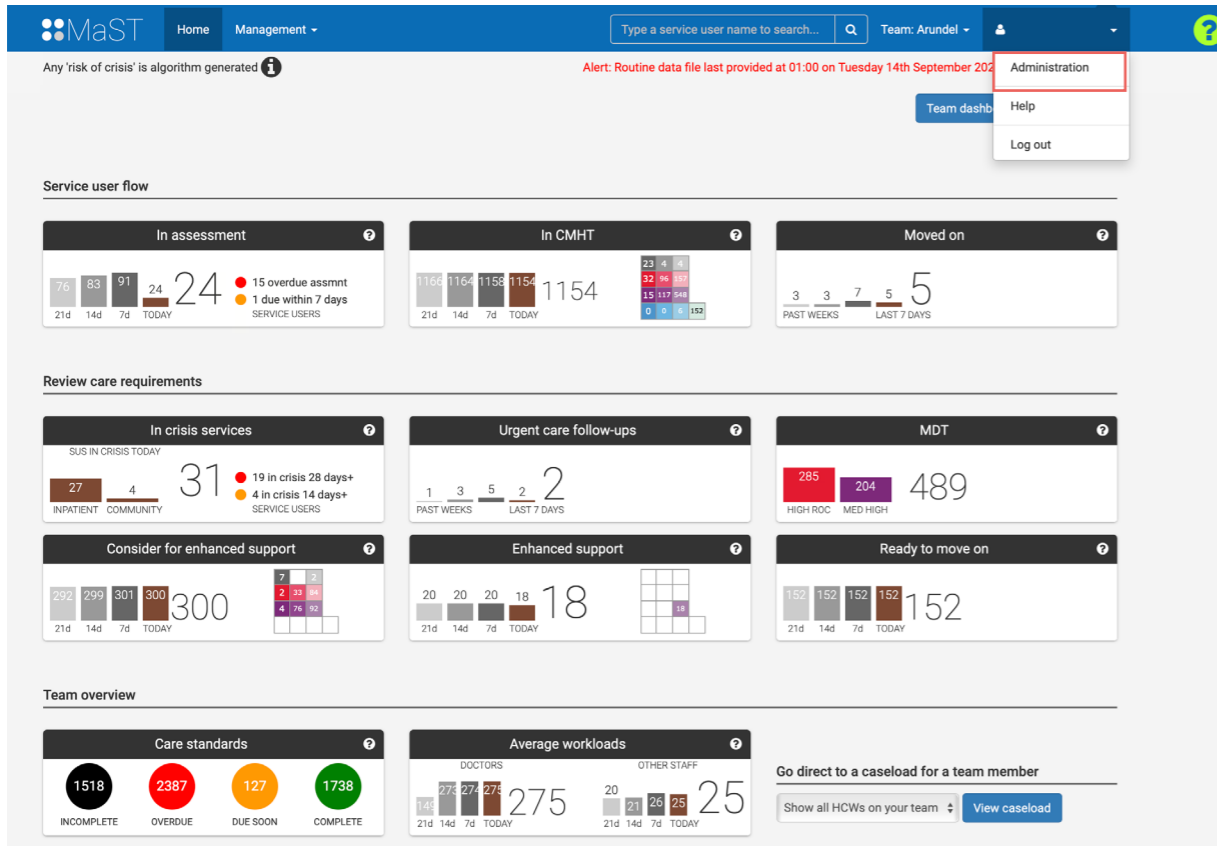


Contents: *Click to jump to section*

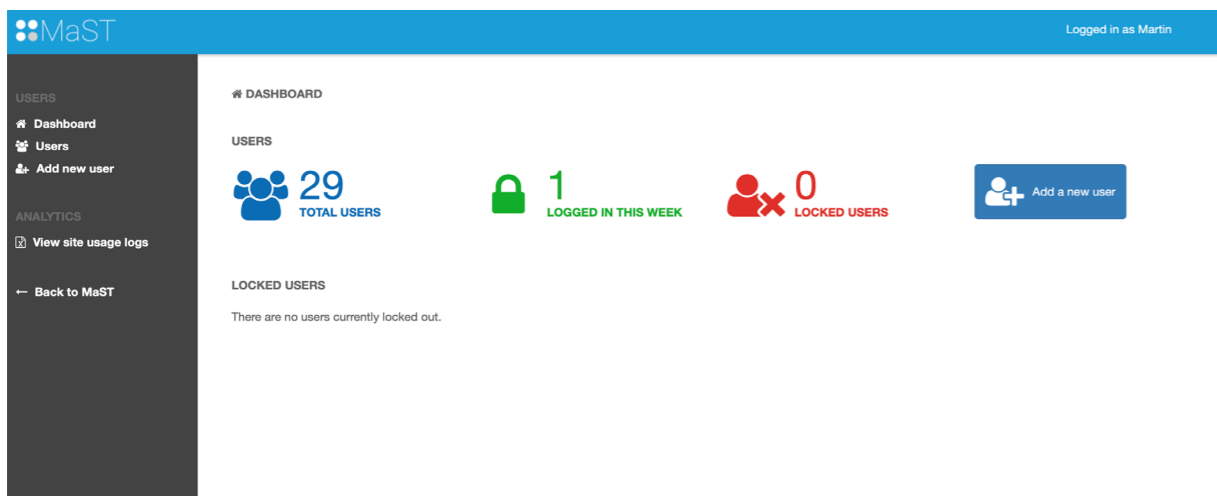
1. [How to add a new user](#)
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The 'Admin Area'

All managers are set up with administration access. When you log into MaST you will see your name in top right hand corner, with an arrow next to it. Click the arrow and click 'Administration'.



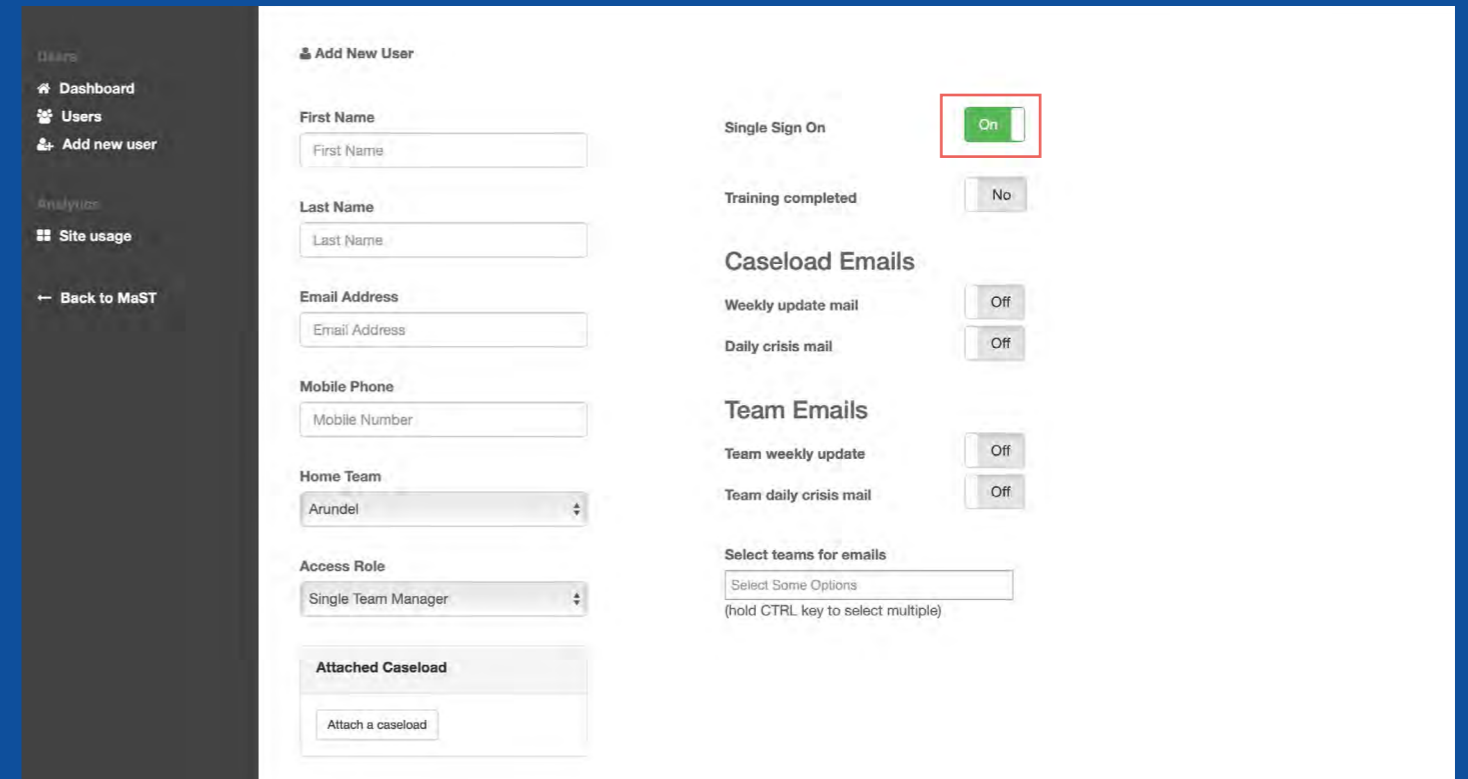
This will open the Administration screen which has a range of functions



1. How to add a new user

Click 'Add New User'

This will open a new user screen where you will need to add more detail.



All new starters must complete training, there is an e-learning module which can be found on your Trust's management system.

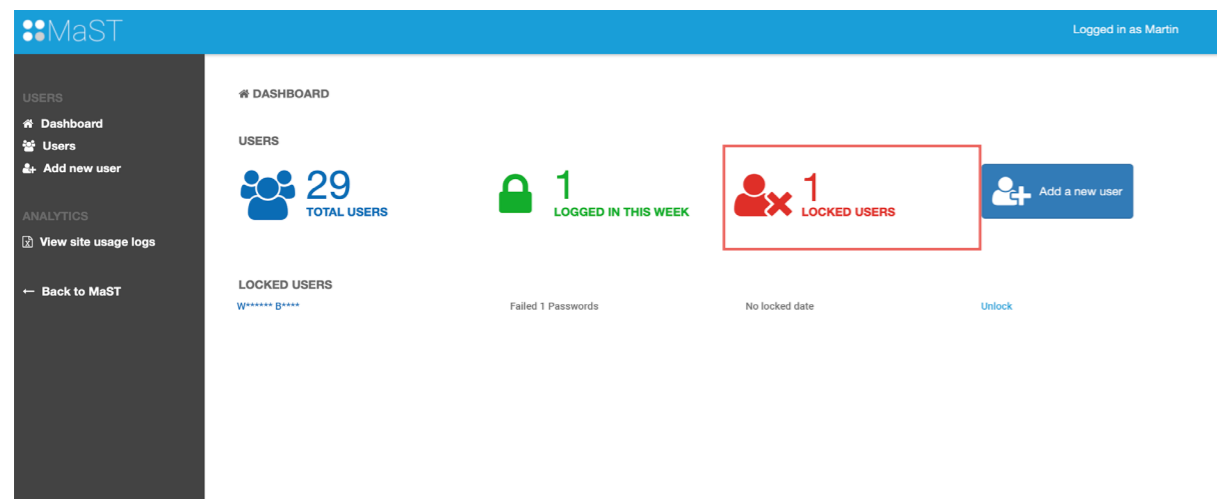
Details that you need to check

- Make sure 'single sign on*' is ticked (**this may not yet be enabled on your system*).
- Start typing the new user's name in the 'allocate caseload' box, if they have service users allocated to them, their caseload will appear. The 'user name' fields will then auto populate, simply add the email address manually. If no caseload appears, manually populate the user name and email fields.
- Enter their email address, taking care to enter this correctly.
- Change access roll to 'All Teams Manager'.
- Set the home team to their usual CMHT.
- Click 'add user'.
- To receive weekly caseload and team updates by email, set preferences using the on-off switches.

2. How to unlock a user's account

On the administration page you will see a red icon that says 'locked users'.

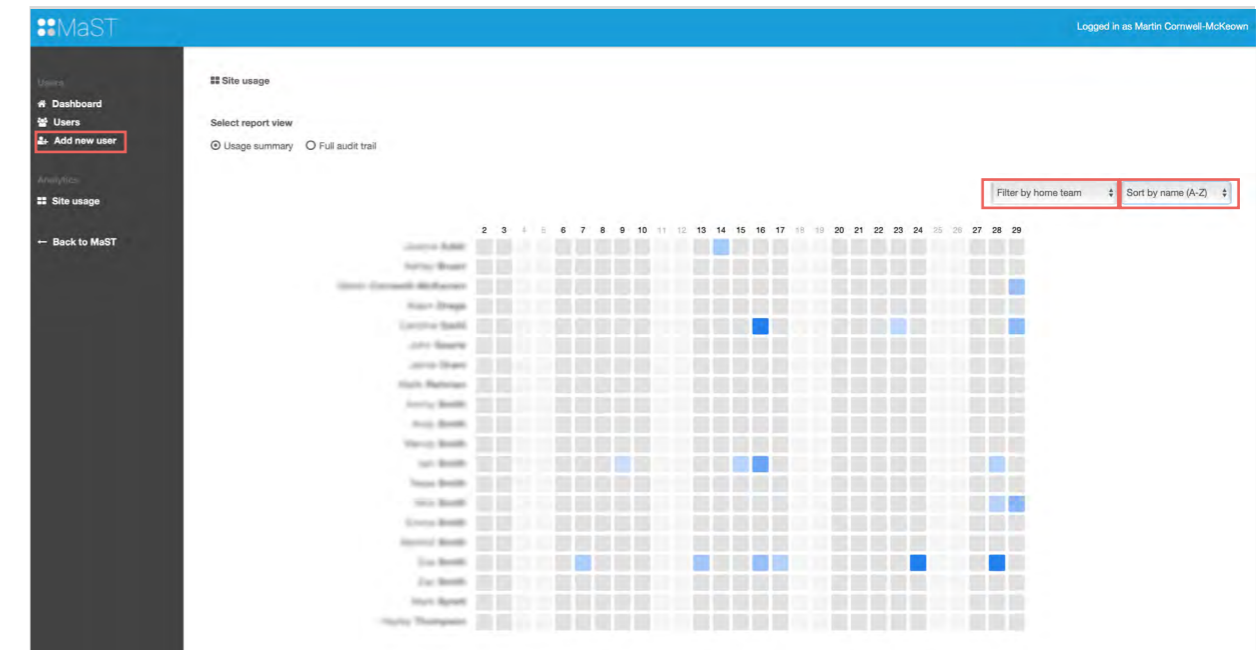
If somebody is locked out of MaST, simply click on this and find the person and unlock the account.



3. How to observe usage

As a manager you will want to know who is, and who isn't using MaST regularly.

- On the administration page, click 'site usage' on the left hand side.
- Where it says 'filter by home team' on the top right, click the drop down box and select the home team that you would like to sort the data by.
- This will give you a list, sorted by your team.
- The heat map shows which members of staff have logged into MaST by showing more blue squares.
- The darker the blue the more the user has used MaST on that day. A grey square shows the user hasn't logged on that day.





4. How to find service users who have not been seen in 12 months or more

MaST can be used to find service users who have not had a direct care contact recorded in SystemOne, in a way which can be counted in the last 12 months or longer.

This maybe due to service users 'being lost to follow up'. Cross referencing these people with SystemOne is critical to ensure that a care contact has not been recorded in way that cannot be counted.

- Click 'In CMHT' from the Team Dashboard
- Click 'Contacts with services' to sort the list in order of service users with the lowest recent level of contact.
- Where it says 'Please check care record for last contact' this indicates that no countable contact has been recorded in the service user care record.
- Where a service user has no countable contact recorded for longer than 24 weeks the date of the last contact will show.
- When MaST is unable to detect a correctly recorded contact in SystemOne it will display 'Please check care record for last contact'.



The screenshot shows the MaST interface with the 'In CMHT' tab selected. The main content area displays a list of 1154 service users. The first few cards are visible, showing details for Helen X UYAR, Lethia X BNRINFO, Greet X HARTKOPF, Randhir X THOMEY, Collete X GUR-ARIE, Bassam X DOW, and Maryjo X CIRULLI. Each card includes a 'Please check care record for last contact' message, a grid of contact dates, and a risk level indicator. A red box highlights the '>45 Days' status for several users.



5. How to check if service users in your team are being seen regularly enough

Service users in your team should be contacted at least once every 28 days. MaST can be used to help ensure this is happening. Sometimes people who have not been seen for 28 days will have a future appointment scheduled, the date of this can be found at the top of the service user time line in MaST. Using MaST to support this can have a very positive impact on service user safety.

- You can view the whole team or select the practitioner whose caseload you want to view.
- Select '> 28 days' from 'choose a tag to filter'.

The screenshot shows the MaST interface with the 'In CMHT' tab selected. The main content area displays a list of 1154 service users. The first few cards are visible, showing details for Graeme X ABDUL-NOUR, Noslab X ABDUL-NOUR, Shirley X ABDUL-NOUR, Tatsman X ABDUL-NOUR, Alexandrina X ACHILLE, Gateway X ACHILLE, Gwen X ACHILLE, and Graciela X ADAMKOWSKI. Each card includes a contact history bar, a risk level indicator, and care standards. A red box highlights the '>28 days' tag in the 'Choose a tag to filter' dropdown menu.

6. How to check if service users in your team have a future appointment booked

- Service users in your team may have future appointments booked, those who do not have one will show a 'no future appointment' lozenge.
- Select the 'no future appt' option from the 'choose tag to filter' drop down, this will show you a list of service users for who have no future appointments booked
- This filter can be combined with others from the 'choose tag to filter' list to help you identify service users with additional vulnerabilities, such as 'Safeguard', 'Psychosis' or 'CTO'
- You can also sort this list using the blue headings to see which service users in your search are more at risk of using crisis services, or have greater complexity.

The screenshot shows the 'In CMHT' view in MaST. The top navigation bar includes 'Home', 'Management', a search bar, and 'Team: Arundel'. Below the navigation, there are tabs for 'In assessment', 'In CMHT', 'In crisis services', 'Urgent care follow-ups', 'MDT', 'Consider for enhanced support', 'Enhanced support', 'Ready to move on', and 'Moved on'. The 'In CMHT' tab is active, showing 5 service users.

The main content area displays a list of service users with the following columns: Service user, Contacts with services, Healthcare workers, Risk of crisis, Complexity, Grid, Complexity factors, and Care standards. The 'Risk of crisis' and 'Complexity' columns are highlighted in purple (Medium) or red (Highly Complex). The 'Care standards' column shows various tags like 'Safeguard', 'Depot', 'MHA Other', and 'Clozapine'. A 'Choose a tag to filter' dropdown is visible on the right, with 'Risk Assessment S117' selected and highlighted in red.

Service user	Contacts with services	Healthcare workers	Risk of crisis	Complexity	Grid	Complexity factors	Care standards
Wynne X FULLAGER EPR: 2050009809 NHS: 4123456789 28 yo Female	Bar chart showing contacts over time	W. Halliwill, M. Wasitova	Medium	Complex	Grid	Safeguard	Care plan, Phys review, Risk assmnt, +2 more
Florida X PLEYDON EPR: 1314890188 NHS: 4123456789 30 yo Male	Bar chart showing contacts over time	R. MacInnis	Medium	Complex	Grid	Safeguard	Care plan, Phys review, CPA/Non CPA Review, +1 more
Gustie X STEVENSON EPR: 2125124118 NHS: 4123456789 66 yo Female	Bar chart showing contacts over time	S. Shibata	In Crisis	Highly Complex	Grid	Safeguard, S117, MHA Other, Clozapine	Clustering, show all
Brear X GONZALES EPR: 246681583 NHS: 4123456789 59 yo Female	Bar chart showing contacts over time	C. Varkel, D. Dore	Medium	Complex	Grid	Safeguard, Depot	Up to date, show all
Modesta X SCHESVOLD EPR: 1861626973 NHS: 4123456789 38 yo Female	Bar chart showing contacts over time	M. Chien, R. MacInnis	In Crisis	Highly Complex	Grid	Safeguard, Multi agency, MHA Other	Up to date, show all

7. How to use MaST to understand workload

MaST can be used to help you to understand not only the volume of a practitioner's caseload, but also the complexity and the potential time impact this has.

The 'Average workloads' page in MaST presents a list of the practitioners' caseloads, showing how many contacts that person has completed in the past 28 days; how many service users are on their caseload; how complex these service users are and when the last time that practitioner was allocated a new case.

Click the 'Average workloads' window on the dashboard to get started.

- You will see the practitioners name on the left, with details of their caseload horizontally across.
- When considering if they have capacity for more work, think about how many 'highly complex' people they already have and how many visits they are doing per month.
- Balance this with how many 'less complex' and 'ready for discharge' people that they have. The more service users allocated as 'less complex', the more likely that you can support them to create capacity in the near future. The more 'highly complex', the more likely that they are managing a challenging caseload.
- The 'Service user contacts' column shows how many direct care contacts have been correctly recorded by that member of staff in the last 28 days

The screenshot shows the 'Average workloads' view in MaST. The top navigation bar is the same as in the previous screenshot. Below the navigation, there are tabs for 'Average workloads' and '117 staff'. The 'Average workloads' tab is active, showing a grid of practitioner caseloads.

The main content area displays a grid of practitioner caseloads with the following columns: Staff member, Role, Total service users, Service user contacts, In crisis, Highly complex, Complex, Less complex, Discharge ready, and Last allocation. The 'Service user contacts' column is highlighted in blue. The 'In crisis', 'Highly complex', 'Complex', and 'Less complex' columns are highlighted in purple, red, and green respectively. The 'Discharge ready' column is highlighted in light green. The 'Last allocation' column shows the date and time of the last allocation.

Staff member	Role	Total service users	Service user contacts	In crisis	Highly complex	Complex	Less complex	Discharge ready	Last allocation
Wai-Man X HALLIWILL	NON-DOCTOR	463	38	3	1	1	1	1	20 days ago 18 Sep
Dilip X DORE	NON-DOCTOR	448	23	3	1	1	1	1	1 month ago 10 Sep
Russel X MACINNIS	DOCTOR	239	20	3	1	1	1	1	1 month ago 01 Sep
Radford X HOGUE	DOCTOR	202	34	3	1	1	1	1	2 months ago 20 Aug
Nicolea X SHALLA	NON-DOCTOR	96	0	0	0	1	1	1	1 year ago 09 Oct
Horatia X BRUNEAU	NON-DOCTOR	26	56	3	1	1	1	1	23 days ago 15 Sep
Tim X SCHIEGL	NON-DOCTOR	25	47	2	1	1	1	1	1 month ago 04 Sep
Livvy X KOSASIH		25	52	3	1	1	1	1	1

8. How to filter the caseload

MaST is useful for identifying a group of people based on the complexity measure. For example, you can use MaST to find all people in the team who are on a CTO, or who have substance misuse issues. Click 'In CMHT' from the Team Dashboard.

The screenshot shows the MaST dashboard with the 'In CMHT' filter selected. The dashboard displays a list of service users with their contact history, risk levels, and complexity factors. A red box highlights the 'CTO, Substance' filter options in the top right corner.

In the top right, select the drop down box that says 'choose a tag to filter.'

- Tick the box that you want to view
- This will bring up everyone who currently has that specific tag
- If you want to view this tag for an individual's caseload, select their name on the drop down box that says 'All HCWs'
- This will show all the people with that specific tag on the specific caseload that you have chosen
- You can select more than one complexity factor from the drop down so that you can view people with multiple complexities, such as MAPPAs and Substance, or CTO and Housing. The service user list will then show you those with those factors present.

9. Using 'Ready to move on' for a specific MDT

The 'Ready to move on' page shows service users who are considered to be at 'low risk' of using crisis services and 'less complex'. These service users will have been with the team for over three months and so will have been fully assessed.

This page can be used to specifically help you make decisions about which service users might be ready to move on from the CMHT or to continue their recovery journey outside of a specialist service.

Viewing this data by specific consultant is a good place to start when trying to safely identify potential capacity within the team. You can also sort the page by frequency of contact to see service users who have had less contact with services.

Remember, there may be reasons why it is not appropriate to discharge, so this tool should only be used as a guide to support your decision making.

The screenshot shows the MaST dashboard with the 'Ready to move on' filter selected. The dashboard displays a list of service users that could be considered for moving on, with their contact history, risk levels, and complexity factors. A red box highlights the 'Ready to move on' filter in the top right corner.

- Click the 'Ready to move on' window on the dashboard to get started.
- Click the drop down that says 'All HCWs' and select the consultant whose caseload you would like to review.
- Click 'Contacts with services' to sort this information ordered by the least recently seen service users.
- Working through this list is likely to support you to identify those who are more likely to immediately meet the criteria for discharge. It may be worth creating 'discharge review clinics' to safely book these people in for a discharge review, ensuring that there is always capacity to see this group of people.

10. Using MaST to support MDT Meetings

There are a number of different ways you may wish to do this, depending on your priorities for the MDT.

- A – Identifying high risk service users to ensure that they are discussed
- B – Reviewing people who are ‘appear in ‘Consider for enhanced support’
- C – Reviewing people who appear in ‘Enhanced support’

A – Identifying High Risk service users to ensure that they are discussed

Click the ‘MDT’ window on the dashboard to get started. This window shows only service users that are identified a ‘high risk’ of crisis or ‘medium high’ risk of crisis.

This page also shows service users who have been with the team for less than 12 weeks, these people will display a ‘New Service User’ lozenge. You can identify these service users by selecting ‘New SU’ from the ‘Choose a tag to filter’ drop down. Approximately 80% of service users who go on to use crisis services within 28 days, will appear in this window.

The screenshot shows the MaST dashboard for MDT with 507 service users. The 'Risk of crisis' filter is selected, showing a list of service users. Each user card includes their name, EPR, NHS number, age, gender, care team, risk level (High or Complex), complexity factors (e.g., Multi agency, Substance), and care standards (e.g., Care plan, Clustering). A 'Risk of crisis' filter is highlighted with a red box.

- Select the Consultant for the MDT Meeting on the ‘All HCWs’ drop down
- This will bring up the service users for that MDT.
- Click ‘Risk of Crisis’ to put in order of highest risk service users, or ‘Complexity’ to put in order of most complex service users.
- Cross reference the people shown as ‘high risk’ or ‘high complexity’ with the people being discussed in MDT. If somebody is not discussed who appears on the list, consider whether they need to be discussed.

10. Using MaST to support MDT Meetings (cont)

B – Reviewing people who appear in ‘Consider for enhanced support’

Click on the ‘Consider for enhanced support’ window on the dashboard to get started. This page shows service users who the algorithm estimates are at higher risk of using crisis services within the next 28 days

These people are identified in MaST as ‘highly complex’, this could be because they have a factor rated as ‘highly complex’ present in their care record, such as being on a CTO, or because that have three or more factors present in their care record that are rated in MaST as ‘complex’

- Use the ‘sort by HCW’ to look at each person caseload.
- Select the consultant for the MDT and consider each service user as a potential case to review for more enhanced support.
- You may also want to sort the list by frequency of contacts, as the service users who are being seen less frequently may have underlying vulnerabilities in their care record.
- Click ‘Contacts with services’ once to bring service users that have been seen least frequently to the top of the list.

The screenshot shows the MaST dashboard for 'Service users that might need to be stepped up to Enhanced Support' with 300 service users. The 'Consider for enhanced support' filter is selected. The dashboard shows a list of service users with their risk levels (High, Complex, Medium High, Less Complex) and complexity factors. A red box highlights the 'Consider for enhanced support' filter in the top navigation bar.



C – Reviewing People who appear in ‘Enhanced support’

Click ‘Enhanced support’

- Use the ‘Enhanced support’ list to find people who are in more frequent contact with the CMHT or with three or more contacts within the last week.
- Use the ‘Contacts with services’ sort function to show people receiving the most input.
- Use the filter for ‘Urgent 28’ and ‘Urgent 7’ to review those people who are also in contact with urgent care services such as A&E.

In assessment | In CMHT | In crisis services | Urgent care follow-ups | MDT | Consider for enhanced support | **Enhanced support** | Ready to move on | Moved on

Service users that are on enhanced support 18 service users

Showing All HCWs | All GPs

Choose a tag to filter

Service user	Contacts with services	Healthcare workers	Risk of crisis	Complexity	Grid	Complexity factors																									
Melli X BROOKES EPR: 1129166908 26 yo Male		Care team S. Liemann, W. Halliwill	Medium	Less Complex	<table border="1"><tr><td>IC</td><td>HC</td><td>C</td><td>LC</td><td>D</td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr><tr><td>HR</td><td></td><td></td><td></td><td></td></tr><tr><td>MR</td><td></td><td></td><td></td><td></td></tr><tr><td>LR</td><td></td><td></td><td></td><td></td></tr></table>	IC	HC	C	LC	D						HR					MR					LR					
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Urgent 28
Urgent 7

show all

Up to date

show all



If you need additional help or support to use MaST you can use help sections within MaST. It can be accessed by clicking the green question mark that is visible in the top right-hand corner of each page. In this section you will find a page map, a short explanatory video, a FAQs page and a link to the e-learning module.

For more information
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