Mast

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

- How to add a new user 1.
- 2.
- How to observe usage 3.
- 4.
- 5.
- 6.
- 7.
- How to filter the caseload 8.
- 9. <u>MDT</u>
- 10.

How to unlock a user's account How to find service users who have not been seen in 12 months or more How to check if service users in your team are being seen regularly enough How to check if service users in your team have a future appointment booked How to use MaST to understand workload Using 'Ready to move on' for a specific

Using MaST to support MDT Meetings

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.

First Name	Single Sign On	On
w user First Name	chigo cign chi	
Last Name	Training completed	No
Last Name		
	Caseload Emails	
MaST Email Address	Weekly update mail	Off
Email Address	Daily crisis mail	Off
Mobile Phone		
Mobile Number	Team Emails	
Home Team	Team weekly update	Off
Arundel	* Team daily crisis mail	Off
Access Role	Select teams for emails	
Single Team Manager	Select Some Options	
oingre ream manager	(hold CTRL key to select multip	ile)
Attached Caseload		
Attach a caseload		

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 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'.
- switches.



All new starters must complete training, there is an e-learning module which can be found on

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

To receive weekly caseload and team updates by email, set preferences using the on-off

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.



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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 SystmOne, 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 SystmOne 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 SystmOne it will display 'Please check care record for last contact'.



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'.

**MaST Home Mana	igement -	Type a s	ervice user name to search Q	Team: Arundel 👻 🔺	
In assessment In CMHT In crisis s	Urgent care follow-ups MDT	Consider for enhanced support	Enhanced support Ready to move	Moved on	
IN CMH1 1154 service users	6 7 20	Showing All HCWs	All GPs	Choose a tag to fil	ter
Service user A Contacts with	a services Healthcare workers	Risk of Complexity Grid	Complexity factors Care stan	dards CAMHS Trar	Isfer
Graeme X ABDUL-NOUR 24w 2 EPR: 2095046768 NHS: 4123456789 FZF Td S5 yo Female 13 NHS: 4123456789 Td	0w -16w -12w -8w -4w Care team W. Halliwill	High IC L Complex IR LR	C D Substance Care j 28 days Physical Risk at the second	plan review assmnt ore CEN Pathwa Child Clozapine CTO CTO Due	y
Noslab X ABDUL-NOUR F24w 2 B7R: 1268135119 NHS: 4123456789 F24w 2 55 yo Male 122 DNA DNA	Dw -16w -12w -8w -4w Care team D. Dore	Medium Low HC C L C HR Less Complex HR LR	C D Clozapine Non CPA e Risk a Care ; BC3 cluste v show	assmnt Depot plan EIP Transfer ering Housing rall MAPPA	
Shirley X ABDUL-NOUR 24w 2 EPR: 297308440 NHS: 4123456789 Tel 39 yo Female DNA Enc.	0w -16w -12w -8w -4w Care team D. Dore	Medium Low IC	C D > 28 days Non CPA BC1 Clust + 2 more than the second s	plan MHA Other ering Multi agenc; review New Referra ore No Appt	y y
Tatsman X ABDUL-NOUR 24w 2 EPR: 501537875 NHS: 4123456789 F2F Tal 53 yo Female NHS: 4123456789 Tal DNA	ow -16w -12w -8w -4w Care team W. Halliwill, R. Hogue	Low HC C L IC Less Complex LR LR	C D >28 days Clozapine Clozapine Clozapine Clozapine Clozapine Clozapine Clozapine Clozapine Cluster Cluster Cluster +2 mod	assmnt Oo A plan Out of comr ering Out of inpat ore Out of urger	nunity ient nt care
Alexandrina X ACHILLE EPR: 24480962 NHS: 4123456789 53 yo Male 14 DNA	0w -16w -12w -8w -4w Care team D. Dore	High HC C L IC IC HR Less Complex HR LR	C D >28 days Non CPA • Phys I BC1 • Show	review Psychosis ering PsyMed Pat Risk Assess all S117	hway ment
Gateway X ACHILLE -24w -2 EPR: 1187235567 NHS: 4123456789 FEF -2 2 2	0w -16w -12w -9w -4w Care team D. Dore	Medium Low IC Less Complex LR LR	C D Non CPA BC3 Risk a CPA/I Care I + 2 mo	assmnt Shielded Shielded Substance plan TOC ore Urgent 28	
Gwen X ACHILLE F2407 EPR: 225714462 NHS: 4123456789 S8 yo Male (16)	Ow -16w -12w -9w -4w O. Yarnell, D. Dore, O. Hattingh	Medium High IC L Complex LR L	C D CPA Substance BC1 Cluste CPA/I	all Urgent 7	
Graciela X ADAMKOWSKI -24w -2 EPR: 1117435819 NHS: 4123456789 F2F Tel 30 yo Female 0NA DNA	Dw -16w -12w -8w -4w Care team A. Malott, W. Halliwill, R. Hogue	Medium HC C L C Less Complex LR	C D CPA Substance BC1 CPA Substance BC1 CPA Substance BC1 CPA BC3 CAre 1 Non CPA V +2 mc	assmnt plan review ore	

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 a • 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.

•MaST нот	ne Management -			Type a service	user name to search	. Q Team: Arur	ndel - 🐣
In assessment In CMHT	In crisis services Urgent of	are follow-ups MDT	Consider for enhanced	d support Enha	nced support Ready	to move on Moved	on
In CMHT 5 service user	'S						
				Showing	All HCWs	All GPs 🕞	Choose a tag to filter
Service user	Contacts with services	Healthcare workers	Risk of Complexity crisis	Grid	Complexity factors	Care standards	 > 28 days ASD/LD CAMUS Transfer
Wynne X FULLAGER EPR: 2050009809 NHS: 4123456789 28 yo Female (4)	-24w -20w -16w -12w -8w -4w F2F Tel DNA	Care team W. Halliwill, M. Wasitova	Medium Complex	HC C LC D IC HR HR LR	Safeguard	 Care plan Phys review Risk assmnt +2 more 	CEN Pathway Child Clozapine CTO
Florida X PLEYDON EPR: 1314890188 NHS: 4123456789 30 yo Male 8	-24w -20w -16w -12w -8w -4w F2F Tel DNA	Care team R. MacInnis	Medium Complex	HC C LC D IC HR HR LR	Safeguard	 Care plan Phys review CPA/Non CPA Review +1 more 	CTO Due Depot EIP Transfer Housing MAPPA
Gustie X STEVENSON EPR: 2125124118 NHS: 4123456789 60 yo Female (12)	-24w -20w -16w -12w -8w -4w F2F Tel DNA	Care team S. Shibata	In Crisis Highly Complex	HC C LC D IC HR HR LR	Safeguard S117 MHA Other Clozapine	Clustering ✓ show all	MHA Hx MHA Other Multi agency New Referral
Brear X GONZALES EPR: 246681583 NHS: 4123456789 59 yo Female (13)	-24w -20w -16w -12w -8w -4w F2F Tel DNA	Care team C. Varkel, D. Dore	Medium Complex	HC C LC D IC HR HR LR	Safeguard Depot	Up to date ✔ show all	No Appt No Team OoA Out of community Out of inpatient
Modesta X SCHESVOLD EPR: 1861626973 NHS: 4123456789 38 yo Female 12	-24w -20w -16w -12w -8w -4w F2F Tel DNA	Care team M. Chien, R. MacInnis	In Crisis Highly Complex	HC C LC D IC HR HR LR	Safeguard Multi agency MHA Other	Up to date ✔ show all	 Out of urgent care Psychosis PsyMed Pathway Risk Assessment S117
	_						Safeguard Shielded

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.
- people they already have and how many visits they are doing per month.
- managing a challenging caseload.
- recorded by that member of staff in the last 28 days

:MaST Hom	e Managen	nent -		
Average workloads	117 staff			
< 1 2 3	4 >			
Staff member Role	Total service users	Service user contacts	In crisis	Highly complex
Wai-Man X HALLIWILL NON-DOCTOR	463	38 Last 28 days		****
Dilip X DORE NON-DOCTOR	448 _{SUs}	23 Last 28 days		••••
Russel X MACINNIS doctor	239	20 Last 28 days	****	**** ****
Radford X HOGUE	202 sus	34 Last 28 days	****	•••
Nicolea X SHALLA NON-DOCTOR	96 _{SUs}	Last 28 days		
Horatia X BRUNEAU NON-DOCTOR	26 sus	56 Last 28 days	•••	• ••
Tim X SCHIEGL NON-DOCTOR	25 sus	47 Last 28 days	••	::** ***
Livvy X KOSASIH	25	52		••••

• When considering if they have capacity for more work, think about how many 'highly complex'

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

• The 'Service user contacts' column shows how many direct care contacts have been correctly

inge a der noe user in			0
Complex	Less complex	Discharge ready	Last allocation
	••••• •••• •••• •••• •••• •••• •••• ••••	• • • • • • • • • • • • • • • • • • • •	20 days ago 18 Sep
	••••• ••••• ••••• ••••• ••••• ••••• ••••	****	T month ago 10 Sep
	···· ··· ··· ··· ··· ···	8448 8668 80000 80000 80000	T month ago 01. Sep
••••	0000 0000 0 0000 0000 0000 0000 0000 0000	***** *****	20 Aug
•	•••• •••• •••• •••• ••••	4000 6000 6000 6000 6000) year ago 09 Oct
•• ••••	0000		23 days ago 15 Sep
	0000 000		T month ago 04 Sep
			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.

In assessment	In crisis services Urger	t care follow-ups MDT	Consider for enhanced	d support Enh	anced support	Ready to move on	Moved on	
IN CMHI 26 service us	ers			Showing All	HCWs	All GPs	ест	O, Substance
Service user A <u>Rhiamon X AMLANI</u> EPR: 1088084452 NHS: 4123456784 38 yo Male	Contacts with services	Healthcare workers 4w Care team T. Schiegl, D. Dore	Risk of Complexity crisis High	Grid HC C LC D IC	Complexity factors CTO Substance MHA Other Depot	Care standards S117 Up to date		>28 days ASD/LD CAMHS Transfer CEN Pathway Child
11 Averil X ATPRS EPR: 2058576062 NHS: 4123456784 39 yo Male 12	-24w -20w -16w -12w -8w -	4w Care team B. Bruin, D. Dore	Medium High Highly Complex	HC C LC D IC HR HR LR	CTO Substance MHA Other Cloza	 show all Risk assmnt Clustering Care plan show all 		CTO Due Depot EIP Transfer Housing
Rejean X AUKER EPR: 517849319 NHS: 412345678 ⁴ 42 yo Male 16	-24w -20w -16w -12w -8w -	4w Care team C. Middlebrooks, R. MacInnis	High Highly Complex	HC C LC D IC HR HR LR	CTO Substance MHA Other	S117 Up to date ✓ show all		MAFFA MHA Hx MHA Other Multi agency New Referral
Laine X BEAUSEJOUR EPR: 902926403 NHS: 412345678 28 yo Female 10	-24w -20w -16w -12w -8w -	4w Care team C. Middlebrooks, B. Louis, B. Bessette, R. MacInnis	High Highly Complex	HC C LC D IC HR HR LR	CTO Substance MHA Other	S117 Up to date ✓ show all		No Team OoA Out of community Out of inpatient
Thoai X BOURCIER EPR: 1658546257 NHS: 412345678 2 yo Male 17	-24w -20w -16w -12w -8w -	4w Care team H. Bruneau, D. Dore	High Highly Complex	HC C LC D IC MR HR LR	CTO Substance MHA Other Depot	 Clustering Phys review Care plan show all 		Out of urgent care Psychosis PsyMed Pathway Risk Assessment S117
Gaston X BRASSET EPR: 390969452 NHS: 412345678 5 yo Male 16	-24w -20w -16w -12w -8w -	4w Care team C. Varkel, D. Dore	High Highly Complex	HC C LC D IC HR HR LR	CTO Substance MHA Other	Up to date ✔ show all		Safeguard Shielded Substance TOC Urgent 28
Adelina X CIASCHI EPR: 894679373 NHS: 412345678 41 yo Male (16)	-24w -20w -16w -12w -8w -	4w Care team T. Schiegl, W. Halliwill	High Highly Complex	HC C LC D IC HR HR HR HR HR L	CTO Substance MHA Other	S117 Up to date ✓ show all		Urgent 7

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 MAPPA 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.

In assessment		In crisis services	Urgent car	re follow-ups MDT	Cons
Service users	s that cou	ld be conside	ered for	moving on 15	2 servic
< 1	2 3	4 5 6	>		
Service user		Contacts with services 🗸		Healthcare workers	Risk of crisis
Jurg X GUR-ARI EPR: 1058238362 NH 64 yo Female 4 4 4	E +S: 4123456789	-24w -20w -16w -12 2F el	w -8w -4w	Care team R. MacInnis	
Elsa X URWIN EPR: 347958384 NH 35 yo Female	HS: 4123456789	-24w -2Dw -16w -12	w -8w -4w	^{Care team} W. Halliwill, S. Kurash, R. Hogue	
Sela X LACASS EPR: 473529410 NH 34 yo Female 4	E HS: 4123456789	-24w -20w -16w -12	w -8w -4w	Care team W. Halliwill, D. Wanzeck, M. Wasitova	
Vishwa X DOW EPR: 120301147 NF 48 yo Female	HS: 4123456789	-24w -20w -16w -12 2F rel	w -8w -4w	Care team R. Hogue, W. Halliwill	

- 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 this group of people.

Alert	Routin	e data fil	e last provided a	at 01:00 on Ti	uesday 14th Septer	mber 2021 — 587 hours ago 🛐
enhanced	l suppor	rt Enh	anced support	Ready to mo	ove on Moved o	n
Sh	owing	All HCWs	•	All GPs	٢	Choose a tag to filter
						·
omplexity	Grid		Complexity factors		Care Standards	
n	HC IC	CLCD			Care plan	
plex	HR MR				CPA/Non CPA I	Review
	LR					
Low	IC IC	CLCD			 Care plan Phys review 	
plex	HR MR				CPA/Non CPA I	Review
		C 10 D				
n					 Care plan Phys review 	
plex	MR				CPA/Non CPA I	Review
	LR	C 1C D			• • 2 11010	
Low					 Care plan Risk assmnt 	
plex	MR				 CPA/Non CPA I +2 more 	Review
	LR				+ 12111016	

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

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.



- 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 are 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.
- review for more enhanced support.
- frequently to the top of the list.

In assessment In CMHT	In crisis services Urgent care follow-ups	N DT Consider for enhanced	i support Er hanced su	upport Ready	to move on Moved on]		
Service users that might need to be stepped up to Enchanced Support 300 service users								
< 1 2 3	4 5 6 7 10	> Show	wing All HCWs	All GP	s 📀	Choose a tag to filter		
Service user 🔺	Contacts with services	Healthcare workers	Risk of Complexity crisis	Grid	Complexity factors	Care Standards		
Graeme X ABDUL-NOUR EPR: 2095946768 55 yo Female 13	-24w -20w -16w -12w -8w -4w NHS: 4123456789 Tel DNA	Care team W. Halliwill	High Complex	HC C LC D IC HR MR LR	Substance >45 Days	 Care plan Phys review Risk assmnt +1 more 		
Alexandrina X ACHILLE EPR: 244830962 53 yo Male 14	-24w -20w -16w -12w -9w -4w NHS: 4123455789 Tel DNA	Care team D. Dore	High Less Complex	HC C LC D IC HR MR LR I I		 Phys review Clustering show all 		
Keith X ALADANGADY EPR: 479739226 31 yo Male 11	-24w -20w -16w -12w -8w -4w NHS: 4123456789 Tel DNA	Care team D. Dore	Medium High Less Complex	HC C LC D IC HR HR MR LR	>45 Days	 Clustering show all 		
Crystal X ALCOTT EPR: 1374228991 53 yo Male 11	-24w -20w -16w -12w -8w -4w NHS: 4123456789 Tel DNA	Care team W. Halliwill, R. Hogue	Medium High Less Complex	HC C LC D IC HR HR MR LR	>45 Days	 Phys review Risk assmnt CPA/Non CPA Review +2 more 		
Datas X ALFORD EPR: 1592402029 56 yo Female 11	-24w -20w -16w -12w -8w -4w NHS: 4123456789 Tel DNA	Care team W. Halliwill, R. Hogue	High Complex	HC C LC D IC HR MR LR I	Substance	 Clustering Care plan Phys review show all 		
Heda X ALTADONNA EPR: 1663596606 19 yo Female 17	24w 20w 16w 12w 8w 4w NHS: 4123456789 Tel DNA	Care team W. Halliwill, H. Abrams	High Complex	HC C LC D IC HR MR LR	Substance	Phys review show all		

< 1 2 3	4 5	6 7 10	
Service user 🔺		Contacts with services	Healthcare workers
Graeme X ABDUL-NOUR EPR: 2095946768 55 yo Female	NHS: 4123456789	-24w -20w -16w -12w -8w -4w F2F Tel DNA	Care team W. Halliwill
Alexandrina X ACHILLE EPR: 244830962 53 yo Male (14)	NHS: 4123456789	-24w -20w -16w -12w -8w -4w F2F Tel DNA	Care team D. Dore
Keith X ALADANGADY EPR: 479739226 31 yo Male 1	NHS: 4123456789	-24w -20w -16w -12w -8w -4w F2F Tel DNA	Care team D. Dore
Crystal X ALCOTT EPR: 1374228991 53 yo Male 11	NHS: 4123456789	-24w -20w -16w -12w -8w -4w F2F Tel DNA	^{Care team} W. Halliwill, R. Hogue
Datas X ALFORD EPR: 1592402029 56 yo Female 1	NHS: 4123456789	-24w -20w -16w -12w -8w -4w F2F Tel DNA	Care team W. Halliwill, R. Hogue
Heda X ALTADONNA EPR: 1663596606 49 yo Female	NHS: 4123456789	-24w -20w -16w -12w -8w -4w F2F Tel DNA	Care team W. Halliwill, H. Abrams

• Select the consultant for the MDT and consider each service user as a potential case to

• 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

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 Read	y to move on Moved o	n
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 Complexity Grid crisis	Complexity factors	> 28days ASD/LD
Melli X BROOKES EPR. 1129166908 26 yo Male 13	-24w -20w -16w -12w -8w -4w F2F Tot	Care team S. Lienemann, W. Halliwill	Medium IC C LC D IC HR Less Complex LR LR		CAMHS Transfer CEN Pathway Child Clozapine CTO
Torrie X LUFF EPR: 80066972 52 yo Female 5	-24w -20w -16w -12w -8w -4w F2F Tal DNA	Care team M. TAS, R. MacInnis	Medium HC C LC D IC HR Less Complex LR LR		CTO Due Depot EIP Transfer Housing MAPPA
Omer X SKREBELS EPR: 1586000611 48 yo Male 8	-24w -20w -16w -12w -8w -4w FZF Tot DNA	Care team O. Yarnell, D. Dore, W. Dangubic	Medium IC C LC D IC IC I Less Complex IR LR		MHA Hx MHA Other Multi agency New Referral
Marjo X DUFLOTH EPR: 286301114 63 yo Female (12)	-24w -20w -16w -12w -8w -4w F2F Tel DNA	Care team A. Griner, W. Halliwill	Medium HC C LC D IC IC Less Complex MR LR IC	Depot	No Team OoA Out of community Out of inpatient
Tonye X EUSTIS EPR: 193248771 52 yo Female (1)	-24w -20w -16w -12w -8w -4w F2F Tal DNA	Care team L. Kosasih, W. Halliwill, C. MacLeod, R. Hogue	Medium HC C LC D IC HR Less Complex LR LR		 Out of urgent care Psychosis PsyMed Pathway Risk Assessment S117
Mora X DEMIR EPR: 2084975282 66 yo Male (12)	-24w -20w -16w -12w -8w -4w F2F Tel DNA	Care team M. TAS, R. MacInnis	Medium IC C LC D IC HR Less Complex LR LR	Clozapine	Safeguard Shielded Substance TOC Urgent 28
Florida X LOVEJOY EPR: 240633718 48 yo Male (13)	-24w -20w -16w -12w -8w -4w NHS: 4123456789 Tel DNA	Care team C. Varkel, R. MacInnis	Medium Low HC C LC D Less Complex HR LR LR	Clozapine	Virgent 7
Barbra X CAPPS EPR: 1596293238 67 yo Female (12)	-24w -20w -16w -12w -8w -4w NHS: 4123456789 Tel DNA	Care team M. TAS, R. MacInnis	HC C LC D IC HR Less Complex LR	Depot	Up to date • show all





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