**Procedures for Making Telephone/Video Calls during COVID**

**(CSSW guidance adapted for Early Help Family Support)**



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Telephone and video calls have replaced home visits during the COVID shutdown. Please follow this guidance on making telephone and video calls. This is to ensure we have a consistent approach across all teams.

**Step 1: Call the family - get information regarding:**

* Are the family self-isolating? If anyone in the family is currently showing symptoms – who are they and when did this commence? Reason for Self-Isolation (e.g. due to elderly family members in home; showing symptoms; other underlying health conditions of family member in the home)?
* If possible, agree to ring back via video link (Skype/WhatsApp/Zoom) straight away so that you can speak to the children and have a ‘virtual’ face to face discussion. If they are unable to progress with ‘virtual’ face to face discussion on that day – identify a time when the family will be able to do this as soon as possible.
* If not possible, agree to hold discussion over the phone, but have individual discussions with children. If the child is under 3, do your best to ensure they are heard/interacted with on the phone.
* Schedule the next telephone/video call with the family. The level of concern you have should determine the level of frequency (minimum once every 5 working days).

**Step 2**: **Alert the Network**

If a network for the family is still currently active, please inform them by email that you have taken this action and have not physically seen the child. Enquire whether anyone else in the network has seen the child within the last 5 working days.

Casenote this within 48 hours of the call to the family.

**IMPORTANT NOTE:**

**If the family does not engage with phone/video meetings, or misses 3 consecutive telephone check-ins, please escalate to your Team Manager.**

**Optional Script for Telephone/Video Calls (Not Mandatory, Guide Only)**

* How are you and the child/ren doing during the closure? How is everyone coping on a scale of 1-10?
* Do you have friends or family around helping you? Tell me a bit about who they are and how they are helping you so that things go as well as they can right now?
* Who is important to you in your life? Are you able to check in with that person each day if you feel you need to, even if it’s just by phone or video message? If not, what would help you to be able to do that?
* What feels like it’s going ok at the moment, even a small thing?
* What’s your plan for food, medicines and supplies for the next few days? (if none see links to support below)?
* Are you or the family experiencing any symptoms of the virus (dry cough, fever, shortness of breath)?
* Is yes, have you got the information you need about isolating (if no, see link to information here, send if needed)
* Does anyone in the house have health needs in the high risk group (see link below)?
* If yes, provide advice about self-isolating (see link below)
* Can I have a quick chat with the children just to say hello? (if yes, speak to each of the children in the household and ask how they are doing – if you can, make this a video call or face time if the parent agrees)

After this call, I will do \_\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to follow up for you.

If its ok with you, I will check in with you again on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (name day maximum of 5 working days ahead). In the meantime if you find you need help with anything because of coronavirus, you can call me on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or you can text me on that number. If you or any family member starts to feel unwell, or has any of the symptoms of the virus, please do call 111 for advice, or 999 if you are really unwell.

Is there anything we haven’t talked about that you wish we had talked about? Anything you’d like to say or ask me?

How are you feeling at the end of this call? Was it helpful that we talked and in what way did it help?

I am really glad we talked today. I will call you again on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .