**Procedures for Case Noting Calls to Families during COVID**

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

**Issued 23 March 2020, V2 updated 30 March 2020**

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

**Recording on Mosaic**

* Begin a new casenote titled ‘visit/telephone contact - COVID’
* In the casenote write:
	+ Day of the conversation with the family.
	+ ‘Telephone/video contact only due to COVID shut down’
	+ All information compiled from your discussion as well as any other additional information that the family may have provided to you.
	+ Write which children you saw/spoke to/did not see
	+ Write any actions you agreed to take for the family
	+ Note any concerns regarding possible escalation/safeguarding and what action you took as a result
* Save the casenote and copy it to the Mosaic record for the other children in the household
* Please casenote within 48 hours of the telephone call