

## **FSCF COVID 19 AUDIT PROCEDURE**

**APRIL 2020 – to be reviewed 1 June 2020**

*Updated 3 August 2020, next review date 1 November 2020*

This procedure is effective during the period FSCF is impacted by COVID and while phase 2 or 3 of the FSCF COVID emergency management plan remain in place.

Audits during this period are designed to review and reflect on family worker practice, supervisory practice and management practice during the COVID period. This is to help ensure we continue to be helpful and purposeful in all our work, and to ensure we have taken all practical steps to keep families, workers and managers safe and well during COVID.

Audits will be based on the adapted operational procedures, guidance on assessments and plans, and supervisory/management oversight procedures issued for FSCF during COVID.

The audits will reflect on the experiences of children, families, workers and managers during the COVID period, and hold these in mind.

From 3 August 2020, there are two COVID 19 audit tools, which reflect the type of contact being made with the family, either “Virtual”(remote visits only) or “Blended” (face to face). Each Team Manager will be responsible for keeping a record of the types of contact their direct reports are undertaking. This is to be recorded in the “Family Choice of Visit Record”.

COVID audits are short-form audits; our long-form Resilient Families audits will also continue. If any new phase of the FSCF emergency management plan is implemented, this policy will be reviewed at that time, otherwise at the review date stated at the top of this document.

### Allocation and timing of audits

- COVID 19 audits will be allocated via email to Service Managers and Head of Service on the first Tuesday of the month. The correct audit tool to use will be identified based on the “Family Choice of Visit Record”.
- Service Manager to allocate accordingly for completion.

- COVID 19 audits need to be completed by last Friday of the month (date for completion will be included in allocation email).

## Completing an Audit

- For “Virtual Only” COVID audits, read case notes from 20/03/2020 and TAF reviews from 03/08/20, in order to complete the audit for period since COVID procedures have been in place.
- For “Blended” COVID audits, read case notes and TAF reviews from 03/08/2020 in order to complete the audit for period since COVID procedures have been in place.
- If an audit had previously been completed, then complete from the date that audit was completed to today’s date.
- The notes section on the audit form can be used for reflection and for the auditor to demonstrate RFP principles in their auditing approach.
- Use the hyperlinks in the audit tool access relevant policies, procedures and guidance.
- Complete all sections of the audit tool.

## Once Audit is Completed

- On the day the auditor completes the audit, they should add a case note titled ‘COVID Audit completed’ and ‘Significant Event (will be included in Chronologies)’ box to be ticked (this will highlight the case note bold and make it easier for the subsequent auditor to see when to commence auditing from).
- Auditor to add the following paragraph to case note content: ‘COVID Audit completed. Any actions identified to be completed will be followed up by the Service/Team Manager as per the COVID Audit procedure. Please see documents for completed audit’. Copy over to all siblings.
- Upload the completed COVID 19 audit onto the child’s documents section.
- Auditor emails completed COVID audits to relevant Service Manager and Nicky Bryan/Roisin Harper

## Analysis of Audit Findings and Follow Up

- Service Managers have responsibility for ensuring audit actions and recommendations are completed. Service Managers to have a conversation with the team manager and/or worker to reflect on the findings and direct any actions for follow up within 2 weeks of audit completion. This conversation should reflect RFP principles.
- SMT will review all audit recommendations every 6-8 weeks to ensure they have been actioned.
- Nicky Bryan and Roisin Harper will analyse all FSCF COVID audits and is responsible for collating and storing all COVID audits. Any identified themes will be discussed and addressed by SMT every 6-8 weeks to review themes and plan for how to address.