

# Resource to support parent- practitioner virtual conversations using Family Partnership based practice

## Guidance Notes

### Aims:

- To make the most of the little time you have with families during Covid-19
- To provide a structured framework for a 20- 30 minute contact which you can amend to your service context
- To create shared agreements and plans with parents whilst remaining supportive and influential
- To use alongside relevant professional practice guidance and local safeguarding and risk policies

### Notes for practitioners:

- Invite partnership
- Be brief and straightforward
- Be warm and engaging
- Avoid too much information

### Top Tips for success to share with clients:

- Focus on a little to achieve a lot!
- Share your next steps and have regular check ins with a supportive friend/partner
- Focus on what is going well

**Practicalities (1 minute)**

*Hello it's.....Is it ok to talk now or should I call back?  
How much time have you got?.....I'm calling because.....Let's do some introductions*

- Partnerships are developed from the very first moments
- Agree practical aspects of the contact
- Show you will do your best to take parents needs into account
- Record time available, date and who else is around

**Off - Load and settle in (2 minutes)**

*How are things? How are you doing?  
Is it easy to talk now?*

- Acknowledge parents' immediate worries and concerns
- Check what is on the parent's mind
- Help parent 'let off steam'

**Our Agenda (3 minutes)**

**You**

*What is most important you to discuss today?*

**Me**

*Things I need to cover for*

- Listen, show empathy and summarize parents' ideas and concerns; explore their needs and check that you have understood them correctly
- Develop a shared understanding of the families' situation, their strengths as well as difficulties
- Be realistic and respect parents' reality
- Agree what is enough at this point to remain useful and helpful

**Our Shared Understanding (3 minutes)**





**My Priorities for me and my family  
3 mins)**

*What are the most important things to sort out for me and my family?*

**My strengths (2minutes)**

*What are the most helpful and positive things that will make a difference for me and my family?*

**Quick Win (3 - 6 minutes)**

*Is it ok to think about you now? You as you and not you as a parent? Is there one thing you could do, just for yourself, that you'd enjoy, make life a little easier? E.g. phone a friend, have a bath, watch your favorite T.V. programme?*

- Help the parent re-charge
- Seek permission to help the parent choose a 'mini-goal,' something they'd really like to happen and something that they can do
- Something that will make life a little easier, 'lighten their load'

**Review (1 minute)**

*We've agreed the following....is that right?  
How was our conversation today? Is there anything that could have been different/more helpful?*

- Summarize and check main points
- Review the session to ensure the help is as effective as possible

**My next steps (2 minutes)**

*What are the most important next steps for me to achieve my family priorities...*

**My support**

*Who will give me the support, encouragement and practical help I need to achieve our family priorities?*

Anything else?

Date/time of next meeting.....