

FACE-TO-FACE VISITS DECISION MAKING DURING COVID LOCKDOWNS TEMPLATE

This template is to help you think through the known needs of each family and other factors, to help determine whether face-to-face visits are advised or recommended. It is not a mandatory form, but can be used regularly to support your decision making. In all cases, you must casenote your decision regarding face-to-face visits during lockdowns for every family.

This template includes a scoring matrix, similar to your individual risk assessment. The known needs box (the blue box) are based on the categories in the CSF and CAF.

For each known need and each of the other factors listed, please allocate a score of 1, 2, 3 or 4. Add up the numbers for a total score.

You should then consider the list of other considerations at the bottom of this template, and factor this into your decision making.

For example:

- if the total score is high, but the family does not want face-to-face visits or you are unable to do face-to-face visits (for example if you are shielding or self-isolating), you may want to escalate this to your service manager to decide what to do next
- The total score might be low, but you may decide that face-to-face visits are in the best interests of the child/ren and family
- The family might have a need that scores 2 or 3, but because of the gravity, severity and frequency of that need, it is in the best interests of the child/ren's welfare to do face-to-face visits.

This template is intended to help support your thinking, and it does not replace your professional judgement. You must work with your line manager to consider the needs of each individual family, and family member, according to their unique circumstances. If you are still unsure, please escalate to your service manager.

In all cases, you and your manager should have a rationale for your decision-making about seeing or not seeing families face-to-face during lockdown situations, and casenote this on Mosaic.

Before every face-to-face visit, you should still think very carefully about the purpose of the visit and whether it can be achieved virtually, and ensure you follow all procedures for face-to-face visits. You can find these here <https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/fscf-procedures-during-covid/face-to-face-and-home-visits-guidance/#main>

TEMPLATE TO SUPPORT FACE-TO-FACE VISITS DECISION-MAKING DURING LOCKDOWNS

Main Child Name	
Main Child DOB	
Main Child Mosaic ID No	

	SCORE 1	x	SCORE 2	x	SCORE 3	x	SCORE 4	x
KNOWN NEEDS FROM CAF, CSF OR ASSESSMENT (HISTORIC OR CURRENT)	Disability		Anti-social behaviour		Extremism		Domestic abuse	
	Financial problems		Ill health (CYP)		Family in acute stress		Neglect	
	Housing		Ill health (adult)		Child mental health		Emotional abuse	
	Contact issues		Bullying		Adult mental health		Physical abuse	
	Missing education		Parental conflict		Homeless 16-17 year old		Sexual abuse	
	Parenting issue		Young carer		Self-harm		Abuse through faith or belief	
	SEND		Developmental concerns		Young offending		Missing child	
	Neighbour dispute		Internet safety		Adult offending		Sexual exploitation	
			Teenage pregnancy		Drug misuse (CYP)		Trafficked child	
			Young carer		Drug misuse (adult)		Unaccompanied minor	
					Alcohol misuse (CYP)		Child on parent violence	
					Alcohol misuse (adult)		CCE or gangs	
OTHER FACTORS					Family is newly arrived in Camden		Family is socially isolated/does not have strong social support network	
					History of services not engaging well with family		Family has not been seen by any professional in the network for at least 6-8 weeks	
					History of brief closures/closure due to non-engagement		Recent mental health crisis (adult or child)	
					Family is in Home Office COVID initial accommodation centre		Family are close to social care threshold or have stepped down from social care within the last 4 weeks	

CHILD IN SCHOOL OR NURSERY	All of the time (5 days a week)		Partially in school or nursery (3-4 days a week)		Occasionally in school or nursery (1-2 days a week)		Not in school or nursery at all (0 days a week)	
CHILD 1								
CHILD 2								
CHILD 3								
CHILD 4								
CHILD 5								
CHILD 6								
CHILD BEING SEEN BY ANOTHER PROFESSIONAL DURING LOCKDOWN	Child being seen by another professional at least once a week		Child being seen by another professional once a fortnight		Child being seen by another professional occasionally		Child not being seen at all by another professional	
CHILD 1								
CHILD 2								
CHILD 3								
CHILD 4								
CHILD 5								
CHILD 6								

Once these factors are assessed add the numbers up for a Total Risk Score:

TOTAL RISK SCORE AND SUGGESTED ACTION					
Total Score 1-19		Total Score 20-39		Total Score 40+ or any individual score of the 4 in the needs column	
Virtual visits suggested but option to blend with face to face visits if family prefers and/or if risk or need changes during course of the work, and/or if in best interests of the child/ren's welfare.		Face-to-face visits advised, if family consent and where COVID risks can be mitigated including the workers individual risk assessment. Should be blended with regular virtual contact.		Face-to-face visits recommended, if family consent and where COVID risks can be mitigated including the workers individual risk assessment. Should be blended with frequent virtual contact.	

Now talk about and explore other considerations, including:

Consideration	What are you already doing about this issue?	What other action needs to be taken?
<i>Your own risk assessment score— are you able to visit families face-to-face?</i>		
<i>What is the work I am doing with the family, and am I able to adequately progress it if I do/do</i>		

<i>not see them face-to-face, regardless of score?</i>		
<i>Has the family consented to face-to-face visits? If no, what is the impact of this on risk and/or progressing the work and does this need to be escalated?</i>		
<i>Is the primary presenting need or concern physical neglect? How does this impact on your decision regarding face-to-face visits in the home?</i>		
<i>What is in the best interests of the child/ren in their circumstances?</i>		
<i>Any other factors relating to this family's circumstances that affects face-to-face visits?</i>		

Based on the score above, and the other considerations, what is your decision for face-to-face visits with this family during lockdown?

You must casenote your decision about face-to-face visits with this family on Mosaic. This template (completed) can be uploaded to Mosaic as an attachment if you wish, as evidence to support your decision making.

If risk, need or circumstances change for either the family or worker, undertake this process again, and casenote your decision again.