

# EH Family Worker Audit



## General Information

Child's name	Test Test
Date of birth	19/08/2019
Case identifier number	2075012
Gender	Female
Ethnicity	Mixed
Sub-ethnicity	White and Black African
Religion	FCC (Ch)
Language of child/ language spoken at home	Cantonese

### Do any of the family members have a disability?

Yes  No

If yes, please give details	
List other members of the family - name, relationship, age of siblings	
EH Case Manager	
Team	
Manager	
Team	
Date case became open for this period of intervention	
Who made the referral?	
Why did they make the referral? What were they worried about?	

### Was decision to offer EH appropriate i.e. did the case meet the Level 2 service needs?

Yes  No

N/A

Comments

**Was this case a step down from CSSW?**

Yes

No

N/A

Comments

**If yes, can you see that the Family Worker referred to the previous CSSW assessment or closure plan to inform their work?**

Yes

No

N/A

Comments

List of services involved with child and family - name and type of service

Name of Lead professional

**Current plan for the child and family**

- Open to EH at assessment stage
- Closed to EH
- Open to EH at TAF stage
- Open to CSSW
- Open for TEHS

Comments

**Theme for the audit**

*This should be a summary of the theme that the audit should address - please see instructions from Practice Leads*

## Worker Reflections and Family Feedback

**Workers Reflections on this case**

*You can refer to the Resilient Families training pack or the Resilient Families auditors guide*

Thinking about how you applied the helping process, what reflections do you have on this case? What conclusions would you draw about your own practice? What are you most proud of? What has

challenged you? What might you have done differently?

What helped you with this case? Think about 121 supervision, group supervision, support from the network, thinking together time, panel, daily discussion, support from peers, clinical support etc. What, if anything, wasn't helpful to you?

**Do you feel the help you are giving is helping the family?**

Yes

No

N/A

Why do you think this?

### Family feedback on the work with the FW

What did you like about the help you received from the FW? What would you have liked the FW to have done differently? Has anything changed as a result of the time you worked with them?

## Timeliness, Consent and Recording

Timescales reminder:

- Contact to first decision 3 working days
- EH referral decision 10 working days
- Case note recording 5 working days
- EH Assessment 30 working days
- Initial TAF 10 working days
- TAF review 60 working days

When was the first contact for this family (to the Children and Family Contact Service or directly to the EH service)? Or what was the date the family was stepped down from CSSW

Comments

**Was EH referral decision processed within 10 days from receipt of contact?**

Yes

No

N/A

If not can you see why not?

What date was the EHRD passed to the service?

*Please enter the date in the format DD/MM/YYYY or N/A*

What date was the family allocated to the Family Worker?

Do you have any observations on this?

After how many days from point of allocation did the worker first see the child or family?

*Please only enter the number of days or N/A*

Do you have any observations on this?

After how many days from point of allocation did the first home visit take place?

*Please only enter the number of days or N/A*

Do you have any observations on this?

**Was the assessment completed within 30 days from point of allocation?**

Yes

No

N/A

If not, can you see why not?

**Has the assessment been copied to all children in the family?**

Yes

No

N/A

Comments

**Was the initial TAF convened within 10 days of the assessment completion?**

Yes

No

N/A

If not, can you see why not?

**Was the review TAF convened within 90 days of the initial TAF completion?**

- Yes  No  
 N/A

If not, can you see why not?

**Were subsequent TAFs convened at least every 3 months?**

- Yes  No  
 N/A

If not, can you see why not?

**Did anything in the timescales give you cause for concern?**

- Yes  No  
 N/A

Comments

**Has the signed consent form, safeguarding and information sharing document been uploaded?**

- Yes  No  N/A

Comments

**Is case recording up to date?**

- Yes  No  
 N/A

Comments

**Do case notes focus on and evidence outcomes for the family, including each child?**

- Yes  No  
 N/A

Comments

**Do case notes evidence individual work taken including direct work?**

- Yes  No  
 N/A

Comments

**Were the Resilient Families benchmark levels of need measures completed in line with the needs identified in the EH assessment?**

- Yes  No  
 N/A

Comments

**Were the Resilient Families progress levels of need measures completed at TAF review and closure?**

- Yes  No  
 N/A

Comments

**Was a closure letter sent to the family and to the network?**

- Yes  No  
 N/A

Comments

**Have all closure steps on Mosaic been completed?**

- Yes  No  
 N/A

Comments

**Can you see evidence that feedback on the service received was obtained from the family?**

- Yes  No  
 N/A

Comments

**Overall, were case notes uploaded in a timely manner?**

- Yes  No  
 N/A

Comments

**Auditors score**

- 1 - cause for concern
- 2 - requires improvement
- 3 - satisfactory
- 4 - good

5 - practice excellence  
Score

## Quality of the Helping Process

*(based on RFP practice principles and values that workers learned in RFP training and should be applying in their practice - refer to auditors guide for things to think about and evidence to look for)*

### Exploration and Shared understanding (assessment)

Have the father/male carer's views been included as part of the assessment?

Has the VOC and in particular the child's voice in relation to the original referral reason been included as part of the assessment?

If Other, please specify

Auditors reflections:

#### Auditors score

1 - cause for concern  
2 - requires improvement  
3 - satisfactory  
4 - good  
5 - practice excellence  
Score

### Goal setting and strategy planning (assessment to plan and TAF)

Was the father/male carer included in the goal setting and strategy planning?

Has the VOC been included in the goal setting and strategy planning?

If Other, please specify

Auditors reflections

#### Auditors score

1 - cause for concern  
2 - requires improvement  
3 - satisfactory  
4 - good  
5 - practice excellence  
Score

## Implementation (intervention)

Was the father/male carer included in the implementation (intervention)?

Has the VOC been included in the implementation?

If Other, please specify

Auditors reflections

### Auditors score

1 - cause for concern  
2 - requires improvement  
3 - satisfactory  
4 - good  
5 - practice excellence  
Score

## Review (TAF review)

Was the father/male carer invited to the initial TAF or TAF Review?

Did the father/male carer attend the initial TAF or TAF Review?

Was the child invited to the initial TAF or TAF Review?

If Other, please specify

Did the child attend the initial TAF or TAF Review?

If Other, please specify

Auditors reflections

### Auditors score

1 - cause for concern  
2 - requires improvement  
3 - satisfactory  
4 - good  
5 - practice excellence  
Score

## Ending (preparing for closure and closing)

Was a copy of the closure letter sent to father/male carer?



Did the FW complete an ending with the child?

If Other, please specify

Auditors reflections

### Auditors score

- 1 - cause for concern
- 2 - requires improvement
- 3 - satisfactory
- 4 - good
- 5 - practice excellence

Score

## Supervisor Role in the Helping Process

### Partnership with worker

#### Things to think about:

Can you see evidence that the supervisor has structured supervision using RFP principles?

- Yes
- No
- N/A

Comments

Can you see signs that the supervisor created a space for formative, normative and restorative time with the worker?

- Yes
- No
- N/A

Comments

If you can't see this from the case notes, have you explored other ways to establish this (e.g. talked to the worker and supervisor)?

### Regularity and type of help offered

#### Things to think about - can you see evidence that:

How often did supervision take place?

- Weekly
- Fortnightly
- Monthly
- Every 6 weeks
- Every 6 weeks +

**Was this enough?**

- Yes  No  
 N/A

Comments

**Did the supervisor escalate challenges and seek help where necessary?**

- Yes  No  
 N/A

Comments

**Did the worker benefit from different sorts of help where needed, especially if the case was stuck (e.g. 121 supervision, reflective group supervision, peer support, thinking together time, discussion at early help panel etc)?**

- Yes  No  
 N/A

Comments

## Parallel Process

**Things to think about - can you see evidence that:**

**Did the supervisor use the RFP approach in the way they interacted with the worker?**

- Yes  No  
 N/A

Comments

**Did the supervisor help the worker to set goals and identify steps towards those goals?**

- Yes  No  
 N/A

Comments

**Did the supervision help the worker?**

- Yes  No  
 N/A

Comments

**Can you see evidence that the supervision helped the family?**

- Yes  No

N/A

Comments

### Quality of Supervision recording

Things to think about - can you see evidence that:

**Were the supervision notes uploaded to Mosaic within 5 working days of the supervision taking place?**

Yes

No

N/A

Comments

**Were the supervision notes adequately detailed and useful to the worker?**

Yes

No

N/A

Comments

**The next supervision followed up on actions and reflections from the previous meeting?**

Yes

No

N/A

Comments

## Conclusions

### Overall

**Did you get a sense that life was better / getting better for the child and family as a result of what we did?**

Yes

No

N/A

Comments

**Did the help help?**

Yes

No

N/A

What led you to think this? What do the benchmark levels of need tell you about whether family life improved?

### Strengths of Practice from this audit

## Areas of practice to think about and work on from this audit

### Auditors scores:

- 1 - cause for concern
- 2 - requires improvement
- 3 - satisfactory
- 4 - good
- 5 - practice excellence

Timeliness, consent and recording

Exploring and Understanding

Goal setting and strategy planning

Implementation

Review

Endings

Overall score for the audit

Auditor

Team

Date of audit

Date worker notified about the audit findings

Date of meeting with worker

Date of meeting with supervisor