

## Recording a Virtual Visit in Carefirst

Two new observations have been added to Carefirst for recording visits which take place “virtually” due to the Coronavirus, i.e. via phonecalls, Whatsapp, Facetime. These are likely to be the medium and low priority cases, as it’s the expectation that high priority children will still be seen face to face.

Virtual Visits should be kept to the same timescales as statutory visits:

- Child in Need – 4 weekly
- Child Protection – 2 weekly
- Children in Care – 6 weekly
- In Touch – 12 weekly

You can of course have contact more often with families if children’s circumstances or the plan require it. Each contact must be meaningful and have a purpose.

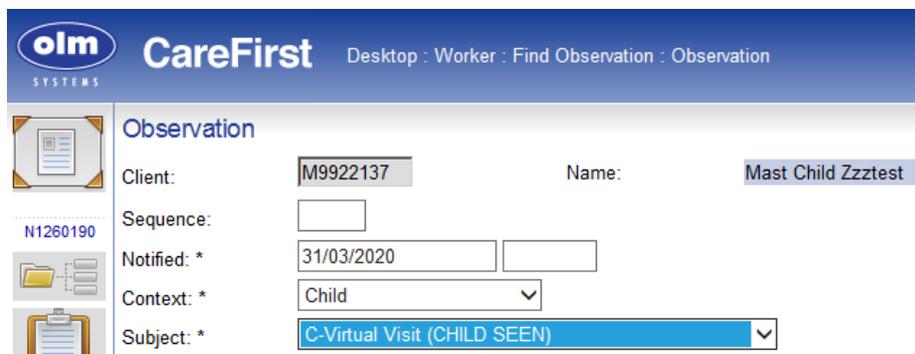
### Recording

There are two so that we can still report on whether the child has been seen (e.g. via a video chat) during the virtual visit, rather than just spoken to on the phone. These are:

**C-Virtual Visit (CHILD SEEN)**

**C-Virtual Visit (CHILD NOT SEEN)**

Screenshots of both below:



The screenshot shows the CareFirst observation form for a 'C-Virtual Visit (CHILD SEEN)'. The form is titled 'Observation' and includes the following fields:

- Client:** M9922137
- Name:** Mast Child Zzztest
- Sequence:** [Empty text box]
- Notified: \*** 31/03/2020
- Context: \*** Child
- Subject: \*** C-Virtual Visit (CHILD SEEN)



The screenshot shows the CareFirst observation form for a 'C-Virtual Visit (CHILD NOT SEEN)'. The form is titled 'Observation' and includes the following fields:

- Client:** M9922137
- Name:** Mast Child Zzztest
- Sequence:** [Empty text box]
- Notified: \*** 31/03/2020
- Context: \*** Child
- Subject: \*** C-Virtual Visit (CHILD NOT SEEN)

### Points to Note for Reporting

- If one child in the sibling group hasn't been seen, please remember not to duplicate the "Virtual Visit (CHILD SEEN)" observation to their record. Any child not seen will need the "Virtual Visit (CHILD NOT SEEN)" observation added instead.
- The "date notified" is the date we take for the visit happening, so remember to backdate it if the visit wasn't on the day you're recording the observation.
- For school age children, if they are not currently attending school over the Coronavirus period please note this in the observation as part of your visit notes, by including the phrase "NOT ATTENDING SCHOOL".

A new report for visits will shortly be made available to enable managers to prioritise work and ensure that visits (either face to face or virtual) are taking place.