



Children's Social Care: Recording Virtual Visits

Version	Author	Date	Comments
01	Jenna Piper	25/03/2020	New guidance to describe recording virtual visits

Contents

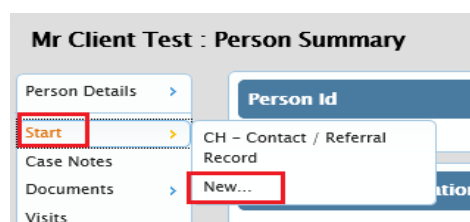
Background	1
Accessing the virtual visit step	1
Completing the step	2
Recording a normal visit	2
Summary	2

Background

As a result of the current Coronavirus pandemic, Children's Social Care are having to adapt the support provided to families. This means there may be situations where the social worker is not able to visit the child face-to-face and instead conduct a virtual visit using video link or phone call. This guidance explains how to capture these visits in Mosaic. The process is very similar to recording your usual visits, but it is important we can distinguish those that were virtual. Therefore, there is a new step for virtual visits, and a separate one for virtual visits to Care Leavers. The step will also be used to capture visits done virtually to gather information for assessments. This guidance is therefore relevant to social workers and personal advisors in all CSC teams.

Accessing the virtual visit step

The virtual visit step can be accessed from the Start menu at any time as required. From the child's Person Summary screen, click the Start menu to open the list of steps your role is able to initiate:



Completing the step

You will see the new steps listed called: Children's Social Work Virtual Visit and Leaving Care Virtual Visit

- Select the appropriate visit type from the list and the step will open
- You will see the questions are the same as when you're recording a normal physical visit with some additions:
 - How you approached the visit (e.g. via video link or phone call)
 - The reason you were not able to visit in person

- Work through the form completing fields as normal
- Once you have recorded all the information, move to the 'Actions Taken' section and select 'CH – Completed' from the drop down list and then 'Add and Close' (there is no next step)
- If all mandatory fields have been completed, you can now **'FINISH'** the step using the green icon at the top of the step

Recording a normal visit

If you are able to visit the child as normal, you must use the usual visit step. For Children in Need, in Care and subject to a Child Protection Plan; this is the 'Children's Social Work Visit' step accessed from the Start menu. For Care Leavers, use the 'Leaving Care Follow up visit', which will be in your Incoming, or Future Work Folder.

Summary

Scenario	Step to use
If it's a normal face-to-face visit:	Children's Social Work Visit or Leaving Care Follow up visit
If it's a virtual visit (inc. assessments):	Use the step from the Start menu with 'virtual' in the title

If you require support or have any questions raise a call via the IT Self-Service Portal - Mosaic icon:

