

Appendix 3:

Guidance for Staff Completing Home Visits and Virtual Contact

You will have discussed with your supervisor the level of risk and what families still require a home visit during this period.

For all visits / contact completed by a partner agency as part of the visit plan, ensure the pro-forma for Record of Visit/Contact by Partner Agency is completed and uploaded on to the child's record.

Home Visits Face to Face

If a home visit is required, please follow this guidance:

- Prior to visit contact family to check if anything has changed e.g. symptoms.
- Prior to the visit check if the family have enough food etc? If they don't speak to your manager about the use of S17.
- Upon arrival at the home do not enter until you have made observations of presentation e.g. any visible signs of symptoms.
- If agreement has been made that a visit will be completed where the family are self-isolating due to symptoms please make use of PPE; face masks, gloves and hand sanitiser.
- For each visit:
 - Wash/ sanitise hands prior to entering the property.
 - Avoid direct contact and as much as possible keep safe distanced (at least 2 metres)
 - Wash/ sanitise hands after upon leaving the property.
 - Shower and change clothing as soon as you get home.
 - Keep the use of direct work tools to a minimum, where used, clean after
 - Where possible, use garden / outdoor space to talk to children/young people (while maintaining distance)

Virtual Contact

If contact is completed virtually follow these steps:

- Undertake checks with agencies who have had contact with the child or young person. E.g. if the child is in the school provision for vulnerable children.
- Speak to parents/ carer via phone, what's app, video, facetime etc.
- If the child/young person is able to speak via phone, what's app video facetime etc. this must happen and ensure as far as possible child or young person is given opportunity to be spoken to alone.
- Where a child/young person is unable to speak, they should be observed via the phone video and the phone shown to them so they can listen / see who is calling.
- Where required, the parent/carer/care leaver is asked to provide a virtual tour of the home using the phone video
- Don't lose sight of why we are involved, virtual visits should still have a purpose.
- Record clearly on Eclipse record that visit was virtual due to COVID 19. Ensure rationale for this is included in Eclipse COVID19 Risk Assessment.