



Children's Services Covid19 Audit of care and Support

Key question: How good is our care and support during the COVID-19 pandemic?

This key question has three quality indicators associated with it. They are:

1. Children and young people's wellbeing and potential is fully supported and fulfilled.
2. Procedures and practices support a safe environment for both children and young people experiencing care and staff.
3. Management, staffing and practice frameworks drive and support the best outcomes for children and young people experiencing care.

Quality Indicator 1: Children and young people's wellbeing and potential is fully supported and fulfilled

Key areas include the extent to which:

- children and young people are safe, and feel loved and valued
- children and young people have positive learning experiences, achieve their goals, and reach their potential
- children and young people enjoy contact with families, carers, friends, and this is maximised

Quality Statement	Actions to support	Documents to support
Staff demonstrate the principles of good care in their day-to-day practice. This means that children and young people experience care and support with compassion because they have warm, nurturing and have positive relationships with staff.		
Staff recognise the impact that protective equipment (for example masks and visors) may have on communication and relationships with the children and young people they support. They adjust how they communicate and take sensitive steps to minimise any negative impact.		
Children and young people feel safe, and staff demonstrate a clear understanding of their responsibilities to protect children and young people from harm, including the risk of infection. Measures are in place to prevent harm, and staff are confident that if they identify concerns or improvements, the open and supportive culture within the service ensures that they are responded to appropriately.		
Children and young people are supported to be emotionally resilient during the pandemic through the very good relationships with staff and staff expertise in trauma informed care.		

<p>This includes supporting children and young people who are experiencing stress and distress in response to the changes in the environment and routines and exacerbated by media coverage.</p>		
<p>Where there are restrictions placed on children and young people's freedom of movement, choice and control to prevent the spread of COVID-19, these are kept to a minimum and undertaken sensitively, proportionately, and in line with guidance.</p>		
<p>Restrictions are clearly understood by young people, documented, linked to risk and implemented with the involvement and consent of relevant individuals.</p>		
<p>Care plans reflect children and young people's rights, choices and wishes. They are person-centred and include information on children and young people's preferences for keeping in touch with people who are important to them, the supports needed to achieve this and ways they can remain active and engaged.</p>		
<p>Children and young people benefit from high quality interaction and engagement from staff, and experience support that promotes independence, dignity, needs, rights, privacy and choice. This includes encouragement and resources to take part in meaningful activities that validate the young person's identity, and provide opportunities to feel included and attached to others, resulting in psychological comfort.</p>		
<p>Children continue to benefit from education and have access to the tools and equipment</p>		

necessary to fully participate in blended learning. There continues to be an educationally rich environment and quiet space suitable to study and learn. Staff use imaginative ways to support learning during these times where access to school building is limited due to COVID-19.		
Children and young people are encouraged to remain as active as they can be, including using outdoor space where possible.		
Children and young people have clear plans in place for staying connected with the people who are important to them, and staff ensure that these are supported as a priority with easy access to the internet and a telephone. They are routinely and actively supported to make best use of these, reducing the potential impact of visiting restrictions.		
Family members and professionals know about visiting arrangements and keeping in touch because these are clearly communicated to everyone.		

<i>Scrutiny and Improvement</i>		
Scrutiny	Improvement actions	RAG
<p>Observation of staff practice and interactions.</p> <p>Discussion with:</p> <ul style="list-style-type: none"> - children and young people - staff - relatives - social workers - advocacy workers - other professionals. 		

<ul style="list-style-type: none"> • Care plans and relevant documentation. • Policy or procedure for accessing other services. • Observation of the setting, inside and out. 		
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Quality Indicator 2: Procedures and practices support a safe environment for both children and young people & staff Key areas include the extent to which: children and young people are protected as staff take all necessary precautions to prevent the spread of infection		
Quality Statement	Actions to support	Documents to support
Staff carrying out housekeeping and cleaning in the service have access to and are up to date with Health Protection guidance, are familiar with required environmental and equipment decontamination processes specific to the COVID-19 pandemic. They are trained in these processes and wear the appropriate personal protective equipment (PPE). They adopt systematic measures to minimise cross infection between different areas of the environment.		
Leaders carry out regular observations and audits of staff, and staff support each other, to ensure that everyone maintains good practice in relation to PPE and infection prevention and control. This includes the safe management of linens, clothing and waste.		
Where necessary, there are clear signs directing people to handwashing facilities (and reminders of the recommended technique) that reflect the needs of children and young people using the service, for example accessible pictorial or written cues.		
All staff are able to recognise and respond to		

<p>suspected or confirmed cases of COVID- 19, including following local reporting procedures and contacting local health protection teams</p>		
<p>Staff are proactive in recognising and responding to challenges children and young people may have in following guidance on social distancing and infection prevention and control, including those with reduced capacity, sensory loss and physical and learning disabilities</p>		
<p>Decisions on whether it is appropriate for children and young people moving into the service to be tested are made locally in discussion with the Health Protection Team. Children and young people who test positive (or are symptomatic) are isolated for 7 days. Children and young people who are moving in from a household where there is someone affected with COVID-19 are isolated for 14 days from the date of admission</p>		
<p>Leaders in the service understand the potential challenges presented by COVID-19. They work in partnership with GPs, pharmacists and other health professionals to ensure they have timely access to medications to help alleviate symptoms.</p>		

Scrutiny and Improvement		
Scrutiny	Improvement actions	RAG
<ul style="list-style-type: none"> • Observation of staff practice and interactions. <p>Discussion with:</p> <ul style="list-style-type: none"> - children and young people - staff - relatives 		

<ul style="list-style-type: none"> - social workers - advocacy workers - other professionals. • Cleaning matrix and schedules. • Policies and procedures. • Inspection of the environment and equipment. • Availability of PPE at key points (including alcohol-based hand rub). • Availability of appropriate cleaning materials 		
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Quality Indicator 3: Management, staffing and practice frameworks drive and support the best outcomes for children and young people.

Key areas include the extent to which:

- staffing arrangements are right and are responsive and flexible
- staff are confident and well supported
- staff knowledge and skills improve outcomes for young people

Quality Statement	Actions to support	Documents to support
<p>The right number of staff with the right skills are working in the service at all times because providers and leaders understand children and young people's needs and wishes. Staff have time to provide high quality care and support with compassion and engage in meaningful conversations and interactions with children and young people.</p>		
<p>Staffing arrangements are determined by a process of continuous assessment. This includes consideration of the number of children and young people being supported in their rooms due to self-isolating , requiring one-to-one support, or additional support to maintain good hygiene and infection control practices</p>		

Staff are clear about their roles and are deployed effectively. Staff help each other by being flexible in response to changing situations to ensure care and support is consistent and stable		
Staff benefit from personal and professional wellbeing support that includes planning for managing difficult situations, personal safety, and assessment of workload		
There is supportive and visible leadership that enables them to voice their concerns, share ideas, explore ways to promote resilience, and achieve an appropriate work-life balance.		
Management show an appreciation of the mental wellbeing stressors on staff as a consequence of COVID-19. This includes being responsive to staff members individual vulnerabilities and family circumstances		
Staff who are not involved in providing direct care and support to children and young people understand how they can contribute to keeping children and young people safe, including supporting good hygiene and infection control.		
Staff are supported to keep up to date with current and changing practice, with easy access to a range of good practice guidance relating to supporting children and young people during the COVID-19 pandemic		
Children and young people are confident that staff have the necessary skills, training and competence to support them.		
Observations of staff practice are regularly undertaken to assess learning and		

<p>competence. Outcomes from this are discussed through team discussions, reflective accounts or supervision. Informal support within the staff team, particularly in relation to infection control measures, is welcome and valued</p>		
<p>Children and young people can have confidence in their support because any redeployed, temporary or new staff have ready access to the right information about them and their needs, and about the service.</p>		

Scrutiny and Improvement		
Scrutiny	Improvement actions	RAG
<ul style="list-style-type: none"> • Observation of staff practice and interactions. <p>Discussion with:</p> <ul style="list-style-type: none"> - children and young people - staff - relatives - social workers - advocacy workers - other professionals. <ul style="list-style-type: none"> • Staff training. • Records of support, supervision and learning and development activities. • Management/senior presence (in person and on-call system). • Evaluation of assessment of staffing arrangements, rotas and staff contingency plan. 		