**Family Support Referrals**

Following lengthy discussions, a review of all available guidance, and conducting thorough risk assessments we are delighted that we can now move back to home visiting family support, in addition to offering telephone/ text/ video contact and socially distanced walks.

For new families we will work closely with referrers and the families to make sure we can progress safely together.

As a referrer, we will would appreciate if you could ensure you complete the additional questions on our updated Covid-19 Secure Referral Form. We would also ask that you:

* Ensure families are aware of the steps we have put in place to enable safe working (attached below)
* Assist in identifying suitable locations away from the family home where we can conduct initial meetings with families, prior to commencing home based support. This is particularly important in Carlisle and Allerdale (We have office premises in Penrith where we can meet families who are able to travel.be transported there. In other districts, until we have full access to Children’s Centres we will need to establish community venues for initial meetings.
* We are a small team of 6 operational staff. We support on average 70+ families. Our initial response to referrals and initial contacts will take longer to conduct given the added health and safety measures we need to take; please take this into account when making referrals and in the advice you give to the family you are referring.

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**Cumbria Family Support – Risk Assessment for: Coronavirus- risk of air or surface transmission**

**Home Based support visits to families- new Referrals**

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| **What are the hazards?** | **who might be harmed and how?** | **If not controlled – ACTION TO BE TAKEN** |
| Accepting new referrals for families to receive support | Staff, Volunteers, family members | 1. New referrals to have phone/video introductions- for Staff member to start to build a relationship and gauge response about adhering to our expectations
2. Referrers to be asked to confirm they have discussed H & S expectations with family beforehand.
3. Staff to discuss with referrer what experience they have with family and if they have observed requests made to date about social distancing etc.
4. Initial meetings with family to be undertaken in a neutral venue such as a Children’s Centre or other community facility (which can include park walk) where we are in control or entrance/ exit hygiene and can discuss home circumstances and layout to determine feasibility of safe home based support. This includes going through expectations as detailed in “existing families” risk assessment actions.
5. First meeting with allocated worker if not FSC to also be in neutral venue as above
6. Once above has taken place and staff member / volunteer is comfortable with response, they can commence home based support.
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**Non Home Based support visits to families- existing families when home based support is not deemed appropriately safe but a private meeting is required i.e. joining them on socially distanced outdoor activity does not meet needs**

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| **What are the hazards?** | **who might be harmed and how?** | **If not controlled – ACTION TO BE TAKEN** |
| Face to face contact with families outside of home | Staff, Volunteers, family members | 1. Children Centres, CFS Penrith office, or other community venues to be booked using rooms that allow for 2m distance between parties that are not from same household
2. If meeting in non CFS premises, discussion to take place with venue to ensure their H&S expectations are met
3. If support is in place for adult(s), they must ensure that there will only be the parent(s)/Carer(s) present for the visit. (Unless the child(ren) are non-mobile).
4. All staff/volunteers to use hand sanitiser or wear gloves[[1]](#footnote-2)(single use) when handling door handles and keypads
5. Observe social distancing if anyone in vicinity of entrance
6. Families to observe 2m distance when entering venue- staff/volunteer to advise of arrangements specific to venue
7. Staff/volunteer to ensure their handwashing in line with normal personal hygiene, but also to use hand gel upon return to work area as door handles will have had to be used en route
8. Family members to be requested to observe 4 above
9. Ensure that any door handles etc touched for exiting venue area wiped beforehand and afterwards, or single use gloves work
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**Home Based support visits to families- existing families**

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| **What are the hazards?** | **who might be harmed and how?** | **If not controlled – ACTION TO BE TAKEN** |
| Going into family homesEXISTING families in support | Staff, Volunteers, family members | 1. Letter to all families to advise of measures being taken and advise that these must be adhered to if services are to be provided
2. All the following only to be undertaken if staff member/volunteer is confident there is sufficient space in layout of home for 2m distancing
3. If support is in place for adult(s) in the home, they must ensure that there will only be the parent(s)/Carer(s) present for the visit. (Unless the child(ren) are non-mobile).
4. If children are at home when adults receive support visit they need to be cared for in a different room by one of the parents/carers during the visit
5. Children receiving support without a parent/carer present will need to be old enough to understand and follow social distancing
6. Staff/Volunteer to use disposable gloves, and remove once visit is finished, OR apply hand sanitiser before and after (and during if felt necessary), each visit
7. Staff/Volunteer to wear facemasks in family homes. Their use is not essential in open areas, but government advice is to use in more enclosed places [(see page 27 Government Recovery Strategy)](https://www.gov.uk/government/publications/our-plan-to-rebuild-the-uk-governments-covid-19-recovery-strategy/our-plan-to-rebuild-the-uk-governments-covid-19-recovery-strategy#our-roadmap-to-lift-restrictions-step-by-step)
8. Additionally, if the staff member or volunteer wishes to, the family will also be asked to wear masks.
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1. Gloves are only effective if disposed of as soon as used. Additionally they are the least environmentally friendly option. Ideally use hand sanitiser and hand washing, but gloves will be available should they be requested. [↑](#footnote-ref-2)