

# **ClearCare**

# **Hints & Tips**

**Version 1**

## Contents

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- My Day
- Education & College
- Keyworker Session
- Placement Plan
- Risk Assessment
- Behaviour Management Plan
- MFC Risk Assessment Form
- Missing from home form
- Young Person's Monthly Review
- Health Appointment
- My allowances
- YP Professional's Meeting
- Professional Contact
- Social Worker visits
- Contact Form
- Record of Conversation
- Disclosure
- Incident Form
- Physical Intervention Incident Form
- Self-Harm incident
- Young person room check
- My Fun Time
- Activity Risk Assessment (activity/task/environment)

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### ***My Day –***

The My Day form on ClearCare is used every day. Everything that the young person does within the day should be recorded in their My Day Journal. All information should be factual and not assumptions. It should be easy to read and understand and include timings throughout the day.

What to record in a daily journal:

- Conversations they have / how they are feeling.
- Positive and negative behaviours.
- Key work sessions / Activities.
- Phone calls / other communication.
- What they eat throughout the day.

### ***Education & College –***

The Education & College form is also generated to complete on ClearCare every day for each young person. In this form staff should record any education or work the young person has completed that day. Whether it is education at school, education at home, tutoring sessions, part-time job etc. This form should also be completed if the young person has refused to engage with education or work.

The hours attended must be completed as this field can be reported on.

### ***Keyworker Session –***

A Keyworker Session form should be completed on ClearCare each time a keyworker session has been completed. Keyworker Sessions tend to be more in depth and should relate to the young person's placement plan and personal development.

Staff are required to complete 4 keyworker sessions each month (1 per week) or as a suggestion staff could identify a piece of key work based on the young person's needs from each section of the Placement Plan. (See Keyworker's Guide for more information and guidance on keyworker sessions).

### ***Placement Plan –***

A Placement Plan should be reviewed and updated on ClearCare each month. This is because a young person's needs will change and the way they are supported may need to change. This enables staff and other professionals to see how the young people are developing and progressing within the placement and helps us to identify areas which may need to be improved or extra support. This is also evidence of the work that is already being done to meet identified needs of the young person and shows how staff are using the PACE Model to support and help meet those needs.

### ***Risk Assessment –***

Risk Assessments are important within our setting because they allow us to identify, manage and potentially reduce risks for young people in our care. Risk Assessments should be reviewed and updated on ClearCare each month. However, it can be updated within the month if any incidents occur.

All staff who are working with the young person should have read and understand what is in the risk assessment. The young person can read their own risk assessment, and they should be encouraged to input their views on this. This should be easy for the young person to read and understand.

OFSTED and other professionals may also want to read a risk assessment during inspections, this is to ensure we are meeting regulations, so it is important to get as much relevant detail in and evidence the work being done to reduce the risks.

### ***Behaviour Management Plan –***

The Behaviour Management Plan should be reviewed and updated on ClearCare each month. However, it can be updated within the month if any incidents occur, and behaviours differ from what is already in the plan.

A Behaviour Management Plan is important so we can identify and support a young person when presenting with certain behaviours. A Behaviour Management Plan is helpful for staff working with the young person because it encourages staff to understand the causes of a young person's behaviour and to provide them with help and support to manage their difficulties in a more acceptable way. It is unusual for challenging behaviour to be targeted at an individual because of dislike, and there is usually an underlying trigger. Having a Behaviour Management Plan allows staff to know what these triggers may be and the best ways to manage behaviours.

### ***MFC Risk Assessment Form –***

A MFC Risk Assessment should be completed for every young person in our care. Even if they do not currently have a high risk of going missing. MFC Risk Assessments are important within our setting because they allow us to identify, manage and potentially reduce risks of MFC for young people in our care.

In a MFC Risk Assessment we identify risk indicators, the patterns and history of MFC, concerns and vulnerabilities, current circumstances, and any further information. The further information added should be around associated addresses which can be identified as risks and an action plan to be implemented when they are missing.

MFC Risk Assessments should be reviewed and updated on ClearCare after each MFC incident or if any new information is gathered such as addresses or known associates.

***Missing from home form –*** This form should be used every time a young person goes missing or misses a curfew. This form will trigger a missing from home return and a safe and well check.

### ***Young Person's Monthly Review –***

A Young Person's Monthly Review should be completed on ClearCare each month with the young person to review how the previous month has been for them. It should be factual and written in the young person's own words. If a young person refuses to engage in their monthly review, then this should be acknowledged, but staff should still not answer the questions for the young person as then this would not be a true reflection of how the young person feels the month has been for them.

### ***Health Appointment –***

The Health Appointment form should be used after any health appointment the young person has attended or if they have refused to attend a health appointment. The appointments which should be recorded under Health Appointment are doctors, dentist, opticians, hospital, A&E, sexual health, CAMHS/HYMS, 111 calls etc.

### ***My allowances –***

This form should be completed each time the young people receive their allowances such as clothing, haircut and toiletries. It is important to record every item the clothing money has been spent on and any money they have left. When they have spent money on haircut and toiletries. Staff can also scan and upload the receipts to the form.

It could be helpful for staff if they work with the young person to go through and discuss what clothes or items such as underwear they need before they can freely spend their clothing money on what they want. This makes sure that the young people always have everything they need and do not need to request extra money for items they may have missed.

### ***YP Professional's Meeting –***

This form should be completed after every professionals meeting. This could be a LAC Review, Risk Management meeting, MFH meeting, Strategy meeting, Education meetings, Contact planning meeting, and more. Staff should type up their own minutes for these meetings to give a summary of what the meeting concluded. The Local Authority will send their typed-up minutes from the meeting which can then be uploaded to the form once received.

### ***Professional Contact –***

The Professional Contact form should be completed after any communication with another professional. This could be by telephone, email, or face to face communication. The summary and outcome of the professional contact should be recorded, and this should be factual.

At least one professional contact form should be recorded each week to summarise for the social worker the week's events.

### ***Social Worker visits –***

The Social Worker Record of Visitation form should be completed for all social worker STATUTORY visits or any other time the young person's social worker visits the home to see the young person. Statutory visits should be every six weeks or sooner if incidents or concerns arise where the social worker needs to visit the young person.

### ***Contact Form –***

The Contact form should be completed after all arranged contact sessions that a young person has with their family or a significant person. This form should be completed whether the contact is supervised or unsupervised contact and should include a summary of the contact, and whether this was positive or negative. The contact could be a facetime call, telephone call, face to face contact or letterbox contact.

### ***Record of Conversation –***

The Record of Conversation form should be completed when staff have had a significant conversation with a young person. This could be a discussion with a young person after they have been MFH, after an incident, a discussion around concerns staff has, etc.

### ***Disclosure –***

This form should be completed when the young person has made a disclosure to staff. It should be a factual account of the disclosure made and include all details of the professionals and others informed of the disclosure.

### ***Incident Form –***

An Incident form should be typed up after any incident involving a young person.

This could be for:

- Damage to property
- Substance misuse
- Assault
- Bullying
- Self-harm
- Sexualised behaviour / CSE
- Theft
- Use of weapons
- Verbal abuse / Threatening behaviour
- Allegations
- Incident on mobile phone / social media
- Gang affiliation

An incident form should be typed up as soon as possible after an incident has occurred so that the information is accurate and reliable. An incident form should contain all the relevant information for that incident, it should be factual and include what happened, before, during and after the incident. It is important to use quotes from what a young person has said and do not assume how a young person is feeling.

### ***Physical Intervention Incident Form –***

This should be completed after any incident which has involved a physical intervention. It should be a factual account of what happened. It should include all details of all professionals and others involved and informed of the physical intervention. After the form has been completed by staff who were involved in the physical intervention, a manager will then have a debrief with both staff and the young person involved and will record the debrief to complete the form.

### ***Self Harm –***

The Self-Harm form should be completed after any incident of self-harm. It should be a factual account of the event and include how the young person was supported during this incident.

### ***Young Person room check –***

A Room check should be completed after staff have carried out a room search. It should include the concerns identified as to why the room search was needed and what was found during the room search. A room search should only be conducted after a deputy manager, home manager, or senior/on call manager has agreed that a room search is needed.

### ***My Fun Time –***

The my fun time form should be completed after a planned activity, whether the young person has been offered this and has engaged in or declined the activity.

### ***Activity Risk Assessment (activity/task/environment) –***

All activities that staff do with a young person should have a risk assessment completed. This form should be completed for all activities. Activity Risk Assessments are important within our setting because they allow us to identify, manage and potentially reduce risks for young people in our care during an activity.