**FIRST APPOINTMENT STANDARDS**

As used by Motherwell CFC. Completed by screening team colleague**. DATE: . . . . . . . . . . WORKER: . . . . . . . .**

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| 1 | Family welcomed on arrival (usu by secretary; special arrangements made in advance of arrival) |   |
| 2 |  Family meet worker within 10 minutes of appt time: a) intros all round |   |
|  |   ...................................................................................b) screen and team process explained |   |
|  |  ....................................................................................c) check with all family members |   |
|  |  ....................................................................................d) meet at least one team colleague |   |
| 3 |  Pre-meeting for team (satisfactory content and timing) |   |
| 4 |  Room presentable (appropriate chairs, toys, materials, aired) |   |
| 5 |  Check basic expectations at start (to talk, aims, timing, toys, CFC roles etc) |   |
| 6 |  Enquire about how referral came about, reasons, who went where |   |
| 7 |  Allow family to talk or blow off steam as necessary |   |
| 8 |  Engage with or ask question of each family member by 30 minutes |   |
| 9 |  Get minimal basic story: a) how they chose felt about who came |   |
|  |   .......................................b) family membership details (names, ages, relationships) |   |
|  |   .......................................c) picture of problem (what happens) |   |
|  |   .......................................d) at least one pattern or coping ('& who does what then?') |   |
|  |   .......................................e) other agencies involved |   |
| 10 |   Preparing to break: a) warn and explain to family (10 mins, other room) |   |
|  |  ................................b) ask family if there's anything they want to add before it |   |
|  |  ................................c) indicate toilets and refreshments available |   |
|  |  ................................d) introduce consumer questionnaire |   |
|  |  ................................e) check information for computer's Initial Info Letter and SMR data |   |
| 11 |  Consultation break: a) starting less than 1 hour from start of interview |   |
|  |  ................................b) each person has chance to say something |   |
|  |  ................................c) key worker not overloaded by team discussion |   |
|  |  ................................d) collectively clear enough advice/conclusions |   |
|  |  ................................e) knock on family room door on re-entering |   |
| 12 |  Feedback to family: a) ask family for any further thoughts before feeding back |   |
|  |  ................................b) summarise: i) 'good that you've come' |   |
|  |  .......................................................ii) compliment or sympathy |   |
|  |  .......................................................iii) clear view given to family |   |
|  |  .......................................................iv) clear advice and appointment time |   |
|  |  .......................................................v) check all members' response to it |   |
|  |  ................................c) not taking too long without good reason |   |
|  |  ................................d) has the team screening sheet been completed OK? |   |
|  |  **TOTAL (Maximum 34)** |   |