**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)** |  |