

### **Welfare check SOP:**

This SOP should be read in conjunction with the Care and Welfare of the service users in the accommodation to ensure the rights and needs of these service users are met within legislative and professional requirements.

As housing officers, you aim to ensure that all service users have an inclusive, enjoyable, and safe environment, in which they feel respected and valued. Everyone has a role in addressing the objective of keeping children, young people, adults at risk and adults in need of protection, safe from harm.

An i-Pad is provided to each accommodation to conduct these welfare checks through the Google form link sent to each sites every month. It is also important to ensure, the welfare check link is checked and made sure the latest link has been used as per the month it is falling in.

Every welfare check must be conducted face to face with the service user. No welfare check should be conducted at desk in the absence of the service user or without making any contact with the service user.

The following questions are the part of your welfare check:

Name of person conducting welfare check:  
(Your name)

I understand this form doesn't replace a Safeguarding referral.

- Agree/If any concerns are highlighted while completing this form you must refer to Safeguarding in-line with BAU process.

Does the SU have Port Ref that looks like this ASC/123456?

- Give the main applicant service user's number if it is a family.

SU Hotel/Camp/Location:

- Please select the accommodation where the SU is residing from the dropdown menu.

How did you make contact or attempt to make contact?

- From the dropdown menu select the option which is appropriate. However, we intent to conduct the welfare check through face-to-face contact.

Have you made contact with the SU?

- It is a Yes/No answer depending upon your contact.

Does the SU want to engage in Welfare Check?

- If yes – it will lead to the following questions,
- If no – Why does the SU not want to engage, if you are concerned and do you want to raise this with the safeguarding team followed with an Incident Report.

Are you answering for all your family members or are you the only applicant?

- Yes/NO - If no, please complete an individual welfare check for each family member.

Have you registered with a local GP?

- Yes/No answer which leads to the following questions,

What are your GP details?

- Give details of the SU's GP and if they are not aware of the name and address, kindly pass the details to them.

Since our last talk/visit, have there been any changes to your Physical Health you would like to discuss?

- Yes/No answer, in case if an SU says yes, you will need to detail that out in the next question where it is asked, what has been changed?

Are you aware of the Corona virus?

- Yes/No answer - If SU says no, please refer them to [gov.co.uk/coronavirus](https://www.gov.uk/coronavirus) for more information.

Are you aware of the symptoms?

- Yes/No answer - If the SU says no, advise the most common symptoms are a high temperature and a new and continuous cough.

Have you now or previously been advised you have Corona virus?

- Yes/No answer - If yes, please provide a copy of your letter that confirms your COVID19 diagnosis.

Do you know what to do if you show symptoms?

- Yes/No answer - If no, please advise to STAY HOME - unless you are shielding, then you should call NHS direct on 111. DO NOT GO TO THE DOCTORS, PHARMACY OR HOSPITAL.

Do you know who to call or contact if your symptoms worsen?

- If no, please advise to call NHS direct on 111 or visit [111.nhs.uk](https://111.nhs.uk) online.

Since our last talk, have there been any changes to your Mental Health you would like to discuss?

- Yes/No answer – If yes, further details will be needed regarding what has changed.

Are you currently receiving any support with your Mental Health?

- Yes/No answer – If yes, take the details from whom, make sure SU has seen by the GP for any further assistance and receiving enough support.

Would you like our Safeguarding Team to make a referral for someone to support you? If YES, we will need your GP's details to make this referral.

- Yes/No answer – If the SU requires a referral to be made, this needs to be raised in an Incident Report followed up by advice from the Manager/Area Manager/ Safeguarding Lead.

Since our last talk, have there been any other issues regarding your welfare you would like to discuss?

- Yes/No answer – If yes, check with the service user what issues they want to raise and report on the same.

Survey notes or comments

- Add any notes you feel are relevant from your interaction with the SU or any comments you'd like to make.

Submit the form and make sure, this has been logged into your weekly Welfare check logs.