

# EMPLOYERS

## KEY MESSAGES

**There is a real opportunity to provide more support by combining in-person and online activities**

Practitioners found some harder-to-reach families engaged more online than in person

The flexibility offered meant continued engagement from clients and less non-attendance, e.g. easier to tweak meeting times on the day, and to reschedule

**Meeting online, used thoughtfully, can bring efficiencies**

Easier to gather staff for multidisciplinary meetings, time and travel savings, saving of clinic space – as long as this is balanced with client and practitioner needs, in-person used as needed, and delivered flexibly



## GUIDELINES FOR EMPLOYERS

### SUPPORT



**All practitioners need time and support for online meetings, including:**

- Time to prepare fully for online meetings: tech planning and mental space
- Post-meeting admin and reflection time
- Post-meeting debriefing/supervision, especially if working from home (WFH) with high-risk clients

**Stronger guidance and checks are needed on screen time use** and health when WFH, e.g. encouraging and building screen breaks into agendas and diaries

**Clear boundaries are needed between work and personal life** when WFH, e.g. ensuring set lunch breaks, ensuring high-quality colleague contact with boundaries and supporting flexibility

**Clients: consider the need to provide safe spaces and technology support** for online meetings for clients without them: can new bookable local safe spaces be provided?

### INFORMATION GOVERNANCE AND POLICY GUIDANCE



**Local authorities/NHS trusts need to manage the challenges of balancing therapy need and secure information governance** involved in meeting vulnerable people online. Sharing of effective practice is needed across education, health and social care

**Online documentation:** WFH requires transferring paper records to online ones, with clear and safe data management procedures

**There is potential for online assessment:** agreement is needed on which are reliable and best suited to online work, with appropriate licences

### SAFEGUARDING



**Online work needs clarity on risk assessment and troubleshooting procedures:** the online visual window is not under practitioner control, technology can fail, a client may leave unexpectedly

**Safeguarding procedures need regular review,** with practice-wide ground rules available for clients

### NATIONAL LEVEL POLICY



**All clients need fast reliable broadband,** especially lacking in rural areas: there is clear potential for avoiding transport difficulties and including those 'hard to reach'

**All stakeholders need suitable technology, support and space:** this could be phones, tablets or laptops; some need in-person show-and-tell, some need safe private spaces and technology outside the home