

# CHECKLIST:

## Guidelines For Good Practice In Child Bereavement Services

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### *Safe practice*

How do you ensure that

- ➔ You consider the safety implications for service users and staff across the whole range of your work, for example, individual and group work, transport by volunteers, home visits and email support?
- ➔ There is a documented policy to ensure the overall safety of children using your services?
- ➔ The policy incorporates a set procedure for the recruitment of paid staff and volunteers?
- ➔ All paid and voluntary staff receive training and supervision to ensure the overall safety of children using your service?
- ➔ You work within the legislative framework and guidance?
- ➔ There is a documented health and safety policy?
- ➔ The service is properly insured?
- ➔ There is a documented policy on confidentiality which is discussed and agreed with all your service users and staff?

### *Fair practice*

How do you ensure that:

- ➔ There is a documented and proactive equal opportunities policy?
- ➔ You regularly review your service to identify and change discriminatory practice?
- ➔ You regularly undertake a needs assessment to review the accessibility and appropriateness of your service?
- ➔ You are able to respond to the needs of bereaved minority ethnic children, young people and their families?
- ➔ You are able to respond to the needs of bereaved disabled children, young people and their families?

### *Sustainable practice*

How do you ensure that:

- ➔ You regularly undertake a needs assessment to review the appropriateness of your work or service?
- ➔ You liaise with users, key referral agencies, staff and other professionals working in your catchment area regarding any proposed service development?
- ➔ Your service is appropriately resourced, with good access to a safe space, room or premises and a budget to buy equipment?
- ➔ There is a business plan, including a funding strategy to ensure the sustainability of your service?
- ➔ The principles embodied in the Childhood Bereavement Network Belief Statement are incorporated into your practice and the service you provide?

- ➔ You have a statement of values and principles or mission statement with clear aims to define the remit of your service?
- ➔ There is a written definition of your service that clearly sets out details of the information, guidance and support you offer and is regularly reviewed and updated?
- ➔ This information is circulated to key referral agencies and potential users?
- ➔ You publish and circulate an annual report to key referral agencies and users?
- ➔ You liaise with other organisations to raise awareness of the needs of bereaved children, their families and other caregivers?
- ➔ You have a procedure to ensure effective liaison with other local, regional or national organisations offering similar services?

### *Reflective practice*

How do you ensure that:

- ➔ There is a documented policy to ensure that all staff are appropriately trained to work with bereaved children, their families and other caregivers?
- ➔ That training needs are regularly reviewed and all staff are offered regular opportunities to update their skills; and there is a training budget?
- ➔ There is a documented policy on supervision; all staff are appropriately supervised and consulted on a regular basis about their supervision needs; and there is a budget for supervision?
- ➔ You have procedures to enable you to monitor, evaluate and review the services you provide on a regular basis?
- ➔ You encourage feedback on your service from children, young people and their families, staff, key referral agencies and professionals?
- ➔ There is a documented and accessible complaints procedure for children, young people, their families, key referral agencies, staff and the public?

### *Developing policies and procedures*

How do you ensure that:

- ➔ You have enough resources to develop, monitor and review policies?
- ➔ You have a regular, rolling programme to review policies and ensure they comply with legal requirements?
- ➔ You involve staff and service users in the process?
- ➔ A named staff member or trustee takes responsibility for the process?
- ➔ All employees and volunteers are introduced to the policies as part of their induction?
- ➔ Ongoing training is provided to help staff develop skills and confidence in using the policies?
- ➔ The policies are easy to find, use and monitor?
- ➔ The policies cover all aspects of service delivery including face-to-face individual and group work, telephone and email support and web-based activity?