

## GCP2 - From Observation to Conversation

Introduction:

### **From Observation**

The current lockdown situation means that everyone is living and working differently to how we did only a few weeks ago – but understanding the quality of care that a child receives is just as important as it always was.

Even though GCP2 was designed with an emphasis on observation, there are other ways you can use it during this crisis to support your practice.

*Remember: building relationships remotely is difficult and you don't know how safe or unsafe the individual feels, what truly is going on off the side of the phone/iPad/laptop. You need to ensure you stick to your organisations safe remote working practices - this guidance doesn't take your responsibility away, it just gives some suggestions about using GCP2 to assist with this.*

### **To Conversation:**

We recognise that you won't be undertaking assessments as you did previously but there are some ways that you can adapt the use of GCP2 to help monitor and measure the quality of care a child receives.

### **Using GCP2 as a checklist during a call:**

Getting the most from the conversations you are having with the parents is vital. We recognise that currently the main form of contact is via video; phone; seeing families at the door step or for some practitioners, donning PPE and going into the home. Whichever way you engage with families, framing your conversations with parents around the four GCP2 domains will ensure that you don't miss any important areas. For example, by grading what you see when parents show you the environment and/or when you see their child will help you benchmark the situation for the next time you speak. Even if it's not a full picture of what's going on it will help you understand and monitor the direction of travel in relation to the quality of care at home.

You can use Score Sheet A to grade either what you can see or understand from your conversations. This means the next time you speak with the parents, you can use this as a reference point to pick up on areas that were concerning or cover areas previously missed.

If, from your conversations you feel as though you aren't getting the depth of information that you feel you need – have a think about doing a daily lived experience with the parent. Ask them to talk you through their day – do they mention their child, have they played or interacted with their child? These free narrative ways of talking allow you to pick up the nuances of how their days are going and from our experience parents like to talk about their day and don't find this too judgmental or challenging. It's easier for them to articulate what happened rather than trying to interpret how they are feeling about things.

Again, score this on Score Sheet A