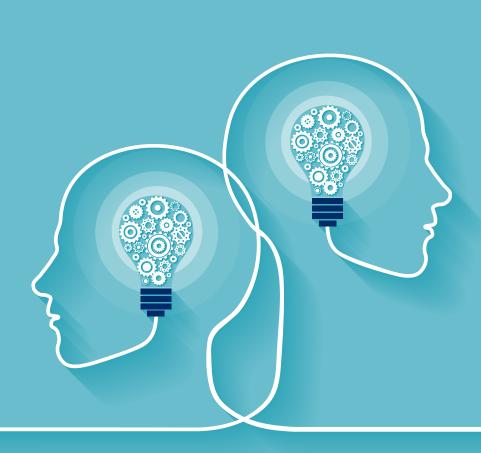**is.**

improvement **service**

COVID-19 - Capturing Learning for Services

COVID-19 - Capturing Learning for Services

The checklist contains 14 statements and should take approximately 20 minutes to complete. You are asked to rate the extent to which you as an individual agree/disagree with each statement, as per the table below:

Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know

The 'Don't Know' option should be used when you feel you do not have sufficient information about the particular statement to enable you to make a judgment.

At the end of each section there are comments boxes. The first requires you to provide details of positive examples that support your views on how well you are performing in relation to the statements covered by the section (strengths). The second requires you to provide further details of how you think you can improve in relation to the statements covered by the section.

If your service would like any support to use this tool then please contact psif@improvementservice.org.uk

Support for Staff During COVID-19

1. The service has provided good mental health and wellbeing support for staff during COVID-19.

2. Taking into account the levels of absence experienced during this challenging time, staffing levels have been appropriate to meet the needs of service users during COVID-19.

3. Practical advice and guidance has been readily available for staff as and when they needed it.

4. *The service has provided appropriate training for staff, whose role changed during COVID-19.

5. *Staff have been provided with training on the prevention and control of infection relevant to their job description and keep this updated in their personal development plans.

6. *Staff have had the opportunity to be tested for COVID-19.

Based on the statements above, please provide details of evidence that supports your views in relation to how good support has been for staff during COVID-19 (strengths).

*Statements around testing and training can be added as appropriate and are service dependent.

Based on the statements above, please provide further details of how your service could have improved support for staff during COVID-19.

Capturing Learning from COVID-19 and News Ways of Working

7. There has been effective leadership in the service during COVID-19.

8. The service has established clear roles and communication channels during COVID-19.

9. The service has developed new delivery models in response to COVID-19.

10. There has been innovative digital and online service delivery in response to COVID-19.

11. The service has collaborated with partners in new and different ways in response to COVID-19.

12. Work has been done to gather and capture learning and good practice, such as case studies, to support service redesign and Recovery and Renewal Planning.

13. The service has increased engagement with service users and the community with useful learning emerging from this.

14. The service has made preparations to ensure that lessons learned are being addressed and any additional support provided in case of any future pandemic.

Based on the statements above, please provide details of where your service has positively changed in response to COVID-19. (strengths).

Based on your responses above, please describe what new ways of working could be usefully integrated permanently into your service going forward (please also consider how sustainable the new delivery models are).

In the event of any future pandemic, please provide details of what support and equipment you feel that your service should have in place to be best prepared for this.