


# Baby Charter Digital Tool: Beginner's Guide

## Getting Started

Once you sign up for the Baby Charter Digital Tool, one of the Bliss team will send you an activation link by email. When you click on this link, you will be invited to set up your password to activate your account. We recommend using Google Chrome as your browser if possible.

Once you have submitted your password you will be taken to your homepage, it will look like this:

Log out | My profile



40 years  
of change  
for babies

Example Hospital | Bliss Baby Charter | Status: Not started

Timeline Summary Audit Documents Help

**Your details**  
**Unit:**  
Example Hospital  
**Status:**  
Not started

## Timeline

The Bliss Baby Charter audit and assessment programme is outlined below. There are several stages within the programme leading to Bliss Baby Charter accreditation and the staff at Bliss are available to support you through your Baby Charter journey. At the bottom of this page you will also find some useful hints and tips for RAG rating, what to include as evidence in your audit and establishing an action plan.

On your navigation bar, there are five different pages:

### 1) Timeline

This page (pictured above) outlines the Baby Charter journey, from your first self-audit all the way to assessment and accreditation. We have also provided some useful information for you at the bottom of the page about RAG ratings, evidence and action plans.

### 2) Summary

Example Hospital | Bliss Baby Charter | Status: Not started

Timeline **Summary** Audit Documents Help

## Audit Summary

This page shows your audit progress

**Key:** In progress Complete Requires action Changed RAG assignments

**Principle 1**  
0% complete

Not started

1.1 Dignity and privacy

1.2 Comfort

1.3 Touch

1.4 Positioning

Your summary page provides you with an overview of your audit and your progress. You will be able to view your percentage complete, and then percentage green rating for each principle (if the Bliss team have reviewed and marked your audit), as well as details on which standards are still to be completed or require action from you and your team. We have provided a key at the top of the page to assist you with navigating the summary page.

### 3) Audit

The screenshot shows a web interface for an audit summary. On the left is a navigation pane with a list of principles. Principle 1 is selected and highlighted in blue. Below it are sub-points 1.1 to 1.7. Principle 1.1 is also highlighted. The main content area is titled '1.1 Dignity and privacy' in large blue text. Below this is a sub-heading '1.1A All babies are referred to by their given name and parents/care givers are referred to by their preferred name.' followed by a short paragraph and a 'More Information' link. Below the main content area is a section for 'Your rating' with three radio buttons: Red, Amber, and Green. Below that is a section for 'Your evidence' with a large text input area. The bottom of the page has two buttons: 'Save & go back' and 'Save & continue'.

**Principle 1**

*1.1 Dignity and privacy*

1.2 Comfort

1.3 Touch

1.4 Positioning

1.5 Light

1.6 Sound

1.7 Taste and Smell

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**Principle 2**

**Principle 3**

**Principle 4**

**Principle 5**

**Principle 6**

**Principle 7**

## 1.1 Dignity and privacy

**1.1A All babies are referred to by their given name and parents/care givers are referred to by their preferred name.**

Consider how you ensure this happens for every baby and family

[More Information](#)

**Your rating**

☐ Red ☐ Amber ☐ Green

**Your evidence**

Your audit page is where you will provide evidence for your unit’s family-centred care and submit your RAG rating. The navigation pane on the left of the screen will help you manoeuvre around your audit.

For each standard we have provided some hints and tips to help you. You can view these by clicking on the “More Information” drop down menu.

When you have inputted your evidence, make sure you scroll to the bottom of the page and click one of the “Save” buttons to avoid losing any of your work:

#### Your rating

☐ Red ☐ Amber ☐ Green

#### Your evidence

Save & go back

Save & continue

## 4) Documents

Example Hospital | Bliss Baby Charter | **Status:** Audit 1

Timeline Summary Audit **Documents** Help

### Documents

Filter by year ▼

There are currently no Documents

On your document page, the Bliss team will upload your certificates of achievement as you progress through the programme. You will be able to download and print these to display on your unit to celebrate the work you've dedicated to delivering high-quality family-centred care.

## 5) Help

Example Hospital | Bliss Baby Charter | **Status:** Audit 1

Timeline Summary Audit Documents **Help**

### Help

The Bliss Baby Charter tool is designed to best work within [Google Chrome web browser](#). It is compatible with Microsoft Edge, Safari and Firefox however for a better experience please use Google Chrome.

If you have any problems such as accessing or saving your audit. We recommend following the steps before contacting us.

1. Use the latest version of Google Chrome
2. Run incognito mode
3. Try using another computer

**Use the latest version of Google Chrome.**

We recommend all users to use the latest version of Google Chrome when accessing the tool.

Please make sure you have the [latest version installed](#).

The help page has lots of information and trouble-shooting tips if you are having issues with your digital tool. Of course, if this page doesn't help you solve your problem, feel free to get in touch with us directly at [babycharter@bliss.org.uk](mailto:babycharter@bliss.org.uk)

## Completing and Submitting Your Audit

### Audit Summary

This page shows your audit progress

Well done and thank you for your hard work! Your audit is ready to submit to Bliss.

For more details about the whole audit process and what happens at each stage, see [your timeline](#).

Submit

Key: In progress Complete Requires action Changed RAG assignments

#### Principle 1

59% Green

Complete

1.1 Dignity and privacy

1.2 Comfort

Once you have provided evidence for all the standards in the tool, your summary page will inform you your audit is ready to submit.

If you have **not paid** for any of the further stages of the Baby Charter Programme, you will not be able to submit your audit, and will be directed to the following page:

### Submit

Well done and thank you for your hard work! Our records show that you have not completed payment for the next stage of the Bliss Baby Charter process. Once that payment has been recieved we will activate your submit button and would be delighted to review this audit and support you further.

If you would like more information about the charges associated with progressing through the Bliss Baby Charter please email us [babycharter@bliss.org.uk](mailto:babycharter@bliss.org.uk).

For more details about the whole audit process and what happens at each stage, see [your timeline](#).

If this doesn't sound right and you think you should be able to submit your audit, please get in touch with the Bliss team.

If you have **successfully completed payment**, you will be directed to the following submission page. You will have the option to add your own message if you have any questions or simply just some feedback on the process:

# Submit

Well done! Your audit is ready to submit to Bliss.

It takes a lot of work to get to this stage so make sure you celebrate it with your team. We are really excited to see your unit another step closer to assessment and accreditation. The audit will be reviewed by the Bliss Baby Charter Team within 12 weeks and you will be notified of next steps then.

Feel free to add a message for the Bliss Baby Charter Team with your submission in the box below. It could be about anything you're not sure of, if you want to ask us a question or if you'd like to give us any feedback on the process. You are also welcome to contact us any time.

Your message (optional)

Submit

If your submission has been successful you should receive an email confirmation. You will also no longer be able to edit your audit until it has been reviewed and returned to you:

[Timeline](#) [Summary](#) [Audit](#) [Documents](#) [Help](#)

Principle 1

- ✓ [1.1 Dignity and privacy](#)
- ✓ 1.2 Comfort
- ✓ 1.3 Touch
- ✓ 1.4 Positioning
- ✓ 1.5 Light
- ✓ 1.6 Sound
- ✓ 1.7 Taste and Smell

## 1.1 Dignity and privacy

Your Audit is in status **Review**. You cannot make any changes while it is in this status.

**1.1A All babies are referred to by their given name and parents/care givers are referred to by their preferred name.**


Consider how you ensure this happens for every baby and family


[More Information](#)


## Audit Feedback and Later Audits

Once the Bliss team have reviewed your audit you will receive an email notifying you that you have new feedback.


When you log back into the Tool and navigate to your summary page, the side navigation pane will highlight where Bliss have provided feedback with a small exclamation mark:




**Principle 1** 

-  1.1 Dignity and privacy
- ✓ 1.2 Comfort
- ✓ 1.3 Touch
- ✓ 1.4 Positioning
- ✓ 1.5 Light
- ✓ 1.6 Sound
- ✓ 1.7 Taste and Smell

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**Principle 2** 

**Principle 3** 

Your feedback will be beneath your evidence box in an orange speech bubble like this:

**Your evidence**

XXXXXX

Lovely work, well done! Recommendation: Consider XXXX

Some feedback will just be a comment on all your hard work and won't require anything more from you – though you are welcome to add more information to your evidence if you have introduced new practice.

Other feedback will require a response and you won't be able to submit your audit until further evidence has been provided. Standards where this is the case will require you to tick the "I have made all required updates" box beneath your feedback before you submit:

### Your evidence

XXXXX

#### Bliss note

More information: What is the process for this on your unit?

☐ I have made all required updates

If you have submitted more than one audit, you will be able to view your previous evidence as well as previous Bliss feedback by clicking on “Show question history” beneath each standard. This will open a drop-down menu with all previous information:

### Your rating



Red



Amber



Green

### Your evidence

XXXXX

[Hide question history](#)

Rating updated by Nancy Urse (Baby Charter Lead) 19 November 2020

To:

Amber

Evidence updated by Nancy Urse (Baby Charter Lead) 19 November 2020

To:

XXXXX

Note added by Sinead Gavin (Admin) 19 November 2020

More information: XXXXXXXX Recommendation: XXXXXXXX

### Pre-Assessment and Assessment

When your audit has reached 90% green rating for all principles and you have answered all our questions, we will return your audit marked as ready for pre-assessment. You will be notified of this via email or if you log into your digital tool account.

Once marked as ready for pre-assessment you won't be able to edit your audit or add any more information:

## 1.1 Dignity and privacy

Your Audit is in status **Pre assessment**. You cannot make any changes while it is in this status.

**1.1A All babies are referred to by their given name and parents/care givers are referred to by their preferred name.**

Consider how you ensure this happens for every baby and family

[More Information](#)

### Your rating

☐ Red ☐ Amber ☒ Green

The Bliss Team will be in touch with you directly to discuss the next stages for pre-assessment.

Following your pre-assessment, we will either return your audit for further review, with a few more questions we need answered, or approve your audit for assessment. You will be notified of either of these outcomes via email.

Once you reach assessment stage, if you do not pass the assessment you audit will again return your audit to the review stage. If you succeed in your assessment, your unit will be updated to an accredited unit.

You will be able to access your accreditation report from your documents page on your dashboard:

## Documents

Filter by year ▼

Name	Description	Date added	File type	Size	Download
Example Hospital Accreditation Report	Accreditation Report	19 November 2020	pdf	0.04MB	<a href="#">Download</a>