Baby Charter Digital Tool: Beginner's Guide

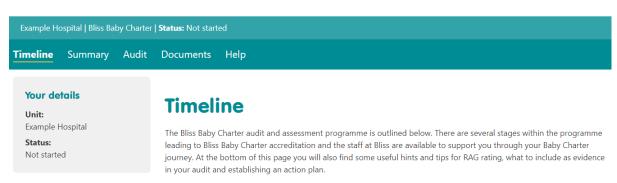
Getting Started

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



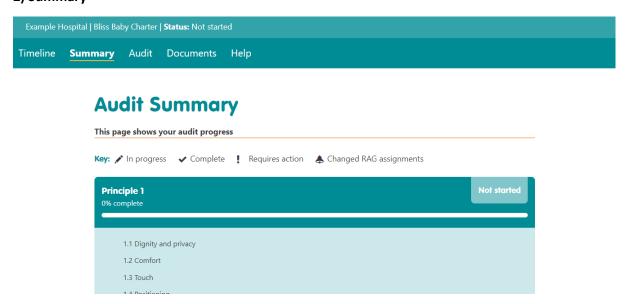


On your navigation bar, there are five different pages:

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



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



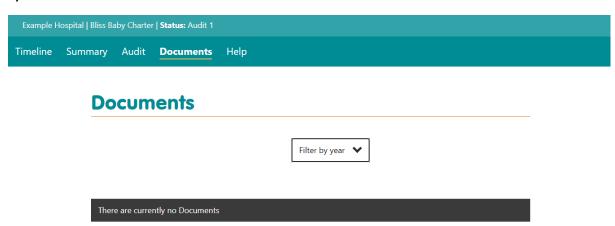
Your audit page is where you will provide evidence for your unit's family-centred care and submit your RAG rating. The navigation pane on the left of the screen will help you manoeuvre around your audit.

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:

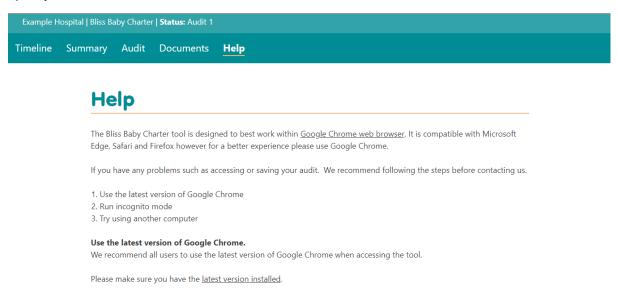
Your rating Red Amber Green Your evidence Save & go back Save & continue >

4) Documents



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.

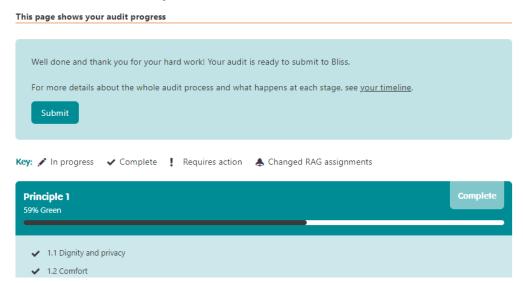
5) Help



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

Completing and Submitting Your Audit

Audit Summary



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.

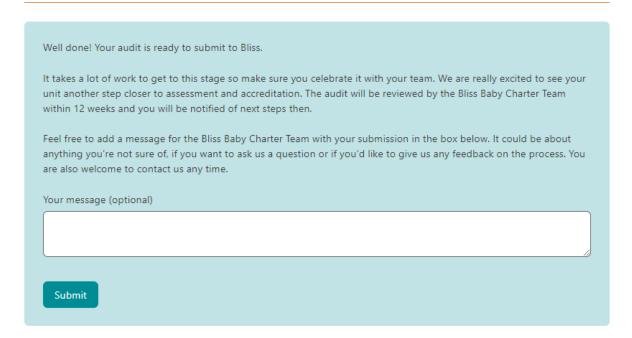
If you would like more information about the charges associated with progressing through the Bliss Baby Charter please email us babycharter@bliss.org.uk.

For more details about the whole audit process and what happens at each stage, see your timeline.

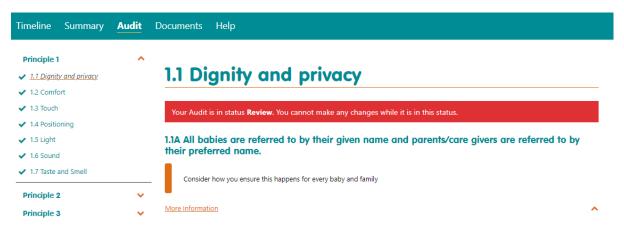
If this doesn't sound right and you think you should be able to submit your audit, please get in touch with the Bliss team.

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



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:



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:



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

Your evidence



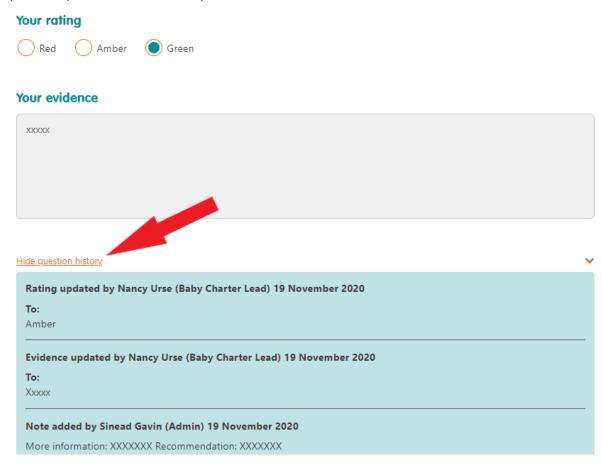
Some feedback will just be a comment on all your hard work and won't require anything more from you – though you are welcome to add more information to your evidence if you have introduced new practice.

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

XXXXXX	
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:

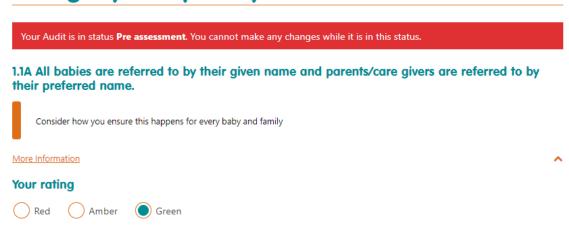


Pre-Assessment and Assessment

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



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

