

MENTORING SOP FOR HEALTH FACILITY VISIT

1	Whenever possible, invite subcounty staff, HF in-charge or partner to join in the mentoring.
2	Present yourself to the HF in-charge, explain what you intend to do and in which touchpoints.
3	Identify services where caregivers are present today.
4	Greet the provider and the client and ask for permission to observe the consultation.
5	Observe the first consultation, paying special attention to the following: <ul style="list-style-type: none"> ✓ Whether provider has established good rapport with the caregiver and with the child ✓ Whether provider monitors child development and records the result ✓ Whether provider demonstrates play activity and engages caregiver in practice ✓ Whether provider uses appropriate IEC materials and toys in demonstrations ✓ Whether provider helps the caregiver make plan for home.
6	Provide feedback to the provider, starting with what was done well. Discuss and if needed, demonstrate practices that need to be improved.
7	Observe at least one more consultation by the same provider, reinforcing as necessary. If possible, observe the third consultation to ensure the provider has improved.
8	Continue to other touchpoints, following steps 4 to 7.
9	Do spot-check of data entry for 3 to 5 different children including adequate recording and referral of cases of delays, and correct as needed, in the following touchpoints: <ul style="list-style-type: none"> ✓ Child Welfare Clinic (register) ✓ OPD (register) ✓ HEI (individual form)
10	In the waiting room, verify 3-5 Mother Child Booklets, to see if the provider has been filling the information on developmental milestones.
11	Observe the play box session in the waiting room (This can be done before or after observing the consultations), and verify the following: <ul style="list-style-type: none"> ✓ Check if the toys are appropriate for children of different age groups, if they are safe and in a good condition ✓ Check if the sessions are adequately registered, and if occur as scheduled (CHV roster) ✓ Check if the CHV prioritizes caregiver-child play instead of the talk ✓ Check if the CHV is able to identify and counsel individually those caregivers that need more support.
12	Provide feedback to HF in-charge, summarizing what you have observed the providers do well, and what they need help with. If possible, note down your conclusions in the supervision book.
13	Prepare brief mentoring report from this HF (one page maximum). If you used Observation checklist in this visit, please attach it to the report.



MENTORING SOP FOR COMMUNITY VISIT

1	Whenever possible, invite CHA to join in the mentoring visit.
2	Greet the CHV and the family and ask for permission to participate in the home visit.
3	<p>Observe the home visit, paying special attention to the following:</p> <ul style="list-style-type: none"> ✓ Whether the CHV has invited all family members present to join in the visit ✓ Whether the CHV has established good rapport with the caregiver and the child ✓ Whether the CHV has referred to issues discussed at previous visit ✓ Whether the CHV monitors child development and records the result ✓ Whether the CHV demonstrates play activity and engages family in practice ✓ Whether the CHV uses IEC materials and toys in demonstrations ✓ Whether the CHV helps the caregiver make plan for home.
4	Assist CHA in providing feedback to the CHV, starting with what was done well. Encourage CHA to discuss and if needed, demonstrate practices that need to be improved.
5	If possible, observe one more home visit by the same CHV, reinforcing as necessary.
6	With CHA, do spot-check of data entry done by CHV for 3 to 5 different children including adequate recording and referral of cases of delays, on CHV tally sheet, and correct as needed.
7	Discuss CHV performance with CHA, summarizing what you both have observed the CHV to do well, and what CHV needs help with.
8	Prepare brief mentoring report from this visit. If you used Observation checklist in this visit, please attach it to the report.

