Standard of Care Concern Process Map

- Standard of Care concern identified or reported
- SSW to report to FTL, CSW and team manager within 24 hours and record on file.
- FTL to decide how the concern will be dealt with & record the decision on the carers file

See Complaints Procedure

See Safeguarding Board Procedures

Standard of Care concern

- FTL to record the incident on the carers file titled: **Standard of Care Concern.**
- SSW to add to chronology.
- SSW to arrange to visit the foster carer(s) **within 5 working days** (SSW to include CSW, if appropriate)
- SSW to inform the foster carer of the concern; the relevant standards of procedure, independent support & devise action plan for monitoring & review, if required.
- SSW to update Safer Care Agreement, where necessary
- SSW to complete Standard of Care Concern Report & forward to FTL for approval.
  Within 10 working days of the visit taking place.

Not Authorised

Authorised

- FTL to return Standard of Care Report to SSW for amendments
- SSW to complete amendments **within 2 working days**
- SSW to re-submit to FTL for approval

- SSW to record outcome in the carers Chronology
- SSW to share report & obtain signatures of foster carer(s) **within 3 working days**
- SSW to ensure signatures are attached & uploaded to the form
- SSW to update CSW & complete R&I form (if necessary – please see R&I Notification Process Map)
- SSW to ensure that the plan & actions are noted within the carers supervision notes & actions are monitored & reviewed until complete

Foster carers not in agreement with action plan

- SSW to arrange a Standard of Care Meeting & arrange minute taker
- SSW to confirm meeting with Foster carer(s) both verbally & in writing
- FTL to chair

  Within 10 working days of the outcome being shared with the carers

Return to Fostering Panel

MASM process – refer to Safeguarding Procedure

- SSW to complete annual review paperwork & follow panel process.
  NB; An earlier panel review maybe necessary.