PROCESS FOR RESPONDING TO STANDARDS OF CARE ISSUES

Ongoing day-to-day monitoring and support

Information received (consultation & decision-making)

CONTINUE MONITORING THE STANDARDS OF CARE

2 WORKING DAYS TO DECIDE

STANDARD OF CARE REVIEW (SOCR)

4 weeks

Standards met

Standards not met

Standards not met and harm

Verbal advice to relevant parties (written if requested)

Verbal advice to relevant parties (written if requested)

Review placement agreement. Consider review of FCA.

HARM REPORT

6 weeks

Substantiated harm - standards not met

Substantiated harm – standards not met (a person other than the carer harmed the child)

Unsubstantiated – standards not met

Unsubstantiated – standards met

Letter

Letter

Letter

Action Plan

Action Plan

(Must sight child within 24 hours)