

Quality of Care Review

The Child Protection Worker must complete a Quality of Care Review within 48 hours of receiving a concern about the quality of care being provided for a child or youth in a foster home.

REFERENCE

Child and Family Services Act sections 61, 62, 63, 64

PURPOSE

- To ensure a child and youth's safety and wellbeing;
- To ensure the foster home conforms to the standards of living accommodation established by the regulations;
- To discuss any significant issues in relation to fostering with foster parents and discuss available supports;
- To provide ongoing and continuous communication between the foster home and the Child Protection Worker;
- To provide a forum to formally discuss with the foster parents any situational events that may have occurred in the foster home, concerns and a means of resolving the issues.

PROCEDURE

1. Communicate and ensure the foster parents understand that there will be a quality of care review in relation to their foster homes. This will have been discussed with the foster parents during the context of the home study and they will have signed the *Foster Home Agreement* agreeing to quality of care reviews as required. Explain these reviews are conducted when concerns, initially not deemed child protection concerns, are brought to the attention of a Child Protection Worker.

Note: The source of the report is to remain confidential.

2. Review any case notes and/or other information on Foster Home File or the child or youth's file before assessing the foster home. Note any incidents that cause concern surrounding the care of the child or youth.
3. Arrange to talk with all members of the household.
 - This will give the opportunity to discuss the current problem, evaluate the context of the situation and review any progress on the issue. The Child Protection Worker

will also provide the family with feedback and suggestions to address quality of care issues.

- The Child Protection Worker and foster parents will discuss supports available that will address any concerns experienced in the home and formulate a plan of action.

4. Discuss the proposed plan with the Supervisor and document via the *Quality of Care Review form*. If there are serious issues or allegations that emerge they must be documented and investigated accordingly.
5. Provide the foster parents with a copy of the report and place the original on the Foster Home File.

FORMS

- Quality of Care Review

TOOLS

- None