

# KENT SHARED LIVES

## Policies & Procedures

### (41) De-Approval Procedure

- Shared Lives Monitoring Procedure to be followed up to and including the completion of an Improvement Plan.
- Improvement Plan to be reviewed within timeframe given. If successfully completed, then Shared Lives expect the Carer to continue to perform to these standards. Should the Carer continue to demonstrate poor practice and no improvements shown, then the Shared Lives Officer is to inform the Carers that they will be completing a report to panel to recommend de-approval. The Registered Manager should be informed.
- Once a decision has been made to provide a de-approval report to Panel, the appropriate Social Care Team for the Individual(s) will be notified; in order that they are made aware of the concerns and any potential impact there may be for the Individual(s) placed.
- The report should identify breaches of the Carer Agreement and/or Policy and Procedure. They should document evidence, including the Improvement Plan detailing how/when breaches occurred and what support has been given to improve practice.
- The report will be sent to the Carer, and they will have the opportunity to comment on and provide a statement alongside the de-approval report which is presented to Panel. A timeframe of 10 working days will be given to have the statement returned to Shared Lives before going to Panel. If the Carer does not provide this statement by that deadline, then the Panel will go ahead without this information.
- A Panel meeting will take place, with a minimum of three panel members all independent of Shared Lives. The panel will decide which outcome is most suitable, based on the evidence and information provided.
- If this is to uphold a de-approval, a decision letter will be sent to the Carer/s that will include the notice period and how they appeal the decision.
- If this not to uphold a de-approval, the panel will decide on actions/improvements and provide clear recommendations regarding forward planning. A decision letter will be sent to the Carer/s.

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- In the event of a major Safeguarding incident/ serious breach of Carer Agreement, this process may be shortened to include immediate removal of placement to protect the Individual(s) placed.

For Information:

The Carer/s can appeal the panel decision. The Carer/s need to email/write to the panel chair detailing the reasons they are appealing within 28 days of receiving their letter.

The panel chair will respond within 28 days, giving their decision and detailing how to appeal this decision.

The Carer can appeal the panel chairs decision by emailing/writing to the Customer Complaints Team. [Customercomplaints@kent.gov.uk](mailto:Customercomplaints@kent.gov.uk)

Final recourse would be for the Carer/s to contact the local Ombudsman.  
[www.Ombudsman-services.org](http://www.Ombudsman-services.org)