



Is your support working for you?

Adult social care review

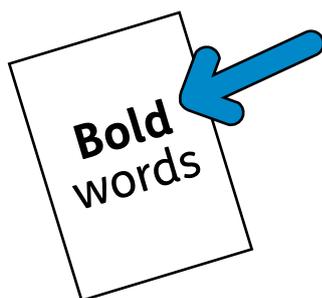


easy
read



Contents

	Page
Introduction	3
For people who get social care support	4
For family and friend carers	9
If you are unhappy with your review	13
Telling us what you think	14
For more information	17



In this Easy Read document, hard words are in **bold**. We explain what these words mean in the sentence after they have been used.



Some words are [blue and underlined](#). These are links which will go to another website which has more information.

Introduction



This is information from West Sussex County Council.



It is about **reviews** of **social care** support.

A **review** is a chance to talk about the support you are getting and what might need to change.



Social care is the extra support some people need with everyday things, like washing or shopping.



This information is for:

- People who get social care support.
- Family and friend carers of people who get social care support.



For people who get social care support



It is important that we work together to make sure things are going well for you.



We will have your first review 6 to 8 weeks after you start getting support.



After that we will have a review at least once a year.



You can ask to have a review at any time.



We will talk to you before a review meeting to find out what is the best way to do the review.

At a review meeting we will talk about:



- Any changes in your life that might mean you need more or less support.



- How much support you get from friends and family.



- What you can do for yourself.



- Any support that is available to you in your local area.



- Any equipment or technology you could use to help you.



At a review meeting we will also talk about how we give you the money to help you and if it is the best way for you to get it.

How we do the review meeting



A social care worker or other member of staff will arrange the meeting and tell you about it.



The meeting will be in a place that works for you, like your home or close to where you live.



If it is helpful we could invite other people to the review, like:

- Any friends or family that are caring for you.



- An advocate - this is someone who helps you to speak up or speaks up for you.



- The people who give you support.



We don't have to do your review in a face to face meeting.



If you are happy with your support and don't need any changes, you can tell us in an email or over the phone.



We will always check with you to make sure we understood what you told us.

For family and friend carers



A family and friend carer's review is a chance to talk about any changes in your life or the person you care for.



We will contact you in the first 6 to 8 weeks if you have a carer's support plan.



We will check if everything is working well for you.



If things are not working well, we will look at what other support you might need.



At a review meeting we will talk about:

- Your health and wellbeing.



- What support is working well.



- What might need to change.



We will think about any support that is available to you in your local area.

How we do the review meeting



Your review will be done by Carer's Support West Sussex or one of our social workers.



Your review doesn't have to be done face to face.



If you are happy with your support and don't need any changes, you can tell us in an email or over the phone.



If anything changes in your life, you can ask for a carer wellbeing review.

To do this contact Carers Support West Sussex by:



- Telephone: 0300 028 8888



- Email: info@carerssupport.org.uk

If you are unhappy with your review



If you are not happy with what is decided at your review, we will try to sort it out with you at the review meeting.



If you are still not happy you can:

- Appeal - this is when you don't agree with a decision and ask for it to be changed.



- Make a complaint.



We can give you a leaflet that will tell you how to appeal or make a complaint.

Telling us what you think



We would like to know what you think about our services.



By telling us what you think, you will help us to get better.



If you are not happy about the service we have given you, please tell the member of staff you have been dealing with.



If the member of staff can't help sort out your issue, you can speak to our Customer Relations Team:



- Online: www.westsussex.gov.uk/about-the-council/have-your-say/complaints/make-a-complaint-or-appeal/



- Phone: 01243 777 100



- Relay UK: 18001 01243 777100

Call this number from a textphone or the NGT Lite **app**.

An **app** is a computer programme for your phone, tablet or computer.



- Post:
Customer Relations Team
West Sussex County Council
County Hall
Chichester
West Sussex
PO19 1RQ

For more information



You can look at our website here:
www.westsussex.gov.uk/social-care-and-health



If you need more information please contact our Adults' CarePoint by:

- Post:
Second Floor
The Grange
County Hall
Chichester
West Sussex
PO19 1RG



- Phone: 01243 642 121



- Relay UK: 18001 01243 642121



- Email:
socialcare@westsussex.gov.uk

Or you can contact Carers Support West Sussex by:



- Post:
The Orchard
1-2 Gleneagles Court
Brighton Road
Crawley
RH10 6AD



- Phone: 0300 028 8888



- Email: info@carerssupport.org.uk



- Website:
carerssupport.org.uk