

Is your support working for you?

Reviewing your adult social care support

What is a review?

For people needing social care support

A review is an opportunity for you to discuss with us the support you are receiving and to think about what is working well for you and your family and what might need to change. We also want to make sure that you are getting the best support available to you and to see if there have been any changes in your informal and community support networks.

It's important that we work together to make sure things are going well for you and that you are able to be as independent as possible. We will make sure that the review focuses on what is important to you.

We will consider your strengths and capabilities and the support you get from family or friends. We will also talk to you about how you could benefit from any new options (such as support in the community) that might be available to meet your needs or any technology that could make your day-to-day living easier (for example, community alarm systems or equipment to detect if you have had a fall).

We can also discuss whether the way you receive your social care funding (your personal budget) is best for you and what you want to achieve.

Our reviews do not necessarily need to be face-to-face.

How we carry out the review will depend on your needs and circumstances. We will discuss this with you when we contact you to arrange the review.

For family and friend carers

A carer's review is an opportunity to discuss whether your circumstances, or the circumstances of the person you care for, have changed. We will consider your wellbeing, what support is working well and what might need to change. If necessary, we can agree new outcomes with you and we will also think about any support that might be available in the community that could work for you.

Someone to speak on your behalf – an independent advocate

If your care and support plan was developed with the help of an independent advocate, we will talk to you about whether you also need an advocate for your review. Even if you didn't need an independent advocate to help you develop your care and support plan, your situation may have changed since then. You may have difficulty in being involved in your review. If you have no one else to speak for you, the member of staff working with you on your review will explain about having an independent advocate.

When will a review take place?

For people needing social care support

For people needing social care support Your first review will take place within six to eight weeks of receiving your support. After this, you will have a review at least once a year, or more often if necessary.

You can ask for a review at any time. You do not have to wait until the next one is due.

If you have a care and support plan but you are not receiving long-term services or funded support from us, we will review your plan with you within the first three months. If everything is working well for you, we will give you details of how to contact us if anything changes. You can ask for another assessment if things change for you.

For family and friend carers

If you have a carer's support plan we will contact you within the first six to eight weeks to check whether your needs have been met. If everything is working well for you, we will give you details of who to contact if anything changes. If you feel your needs are not being met, we will look at your situation again to see what other support you may need.

How will the review be carried out?

For people needing social care support

We will usually meet with you for your first review. A social care worker or another member of staff will arrange the meeting and will be responsible for keeping you informed about it. The meeting will take place somewhere that is convenient for you, for example, in your home or a suitable venue in the local community.

If you would find it helpful, as well as you and a member of our staff, your review could also involve:

- any relatives or friends who are helping to care for you;
- someone you would like to represent your views; and
- people who provide your support.

Everyone at the review will have a chance to share their views.

Not everyone needs to have a face-to-face review meeting. For example, if your needs have not changed and you are happy that your support is working well for you, you can tell us this by writing to us, emailing us or phoning us. In these cases, we will always check with you to make sure that we have clearly understood what you have told us. We may be able to carry out your review over the phone. There will be a written record of your review that will show what we have agreed.

For family and friend carers

Carers Support West Sussex carry out most of the carers' assessments on our behalf. If they carried out your assessment, a member of their staff will carry out your review. If one of our social care workers carried out your assessment, we will carry out your review.

It may not be necessary to meet with you. You can describe your situation in writing, by email or by phone. However, if you feel you need to discuss your support face-to-face, we will arrange a meeting with you.

If your circumstances change, you can ask Carers Support West Sussex for a carer wellbeing review at any time by calling 0300 028 8888 or emailing info@carerssupport.org.uk.

What if I don't agree with the outcome of the review?

For people needing social care support

There may be times when you do not agree with the outcome of the review. We hope that if you are not happy about any part of your review, this can be dealt with during

the meeting or with your local office. We will keep a record of your views as part of the review.

If you are still not satisfied, you can use the appeals process to ask us to review a decision, or you can make a complaint using the complaints procedure. A member of staff working with you will be able to give you leaflets which explain the appeals and complaints processes.

For family and friend carers

If a member of staff at Carers Support West Sussex carried out your review and you are not happy about any part of the process, we hope that this can be dealt with during the meeting or with their Carers Services Manager.

If you are still not satisfied, you can use the appeals process to ask for a review of a decision, or you can make a complaint using the complaints procedure. A member of staff working with you will be able to give you leaflets which explain the appeals and complaints processes.

If one of our social care workers carried out your review, you can use the appeals process to ask for a review of a decision, or you can make a complaint. Our member of staff will give you the relevant leaflets.

How can I give you my comments about the review meeting?

We try to make sure that we always provide a high-quality service, but we know that there may be times when you are not entirely satisfied. Please let us know if you have found our services useful, or if you feel we could improve them. If you are not happy or are worried about your situation, tell someone you feel might be able to help you. The person from our services you have been in contact with, or their manager, is often the best person to help you. If we cannot sort the problem out at the local office, please contact our Customer Relations Team.

Customer Relations Team

The quickest and easiest way to log your comment, compliment or complaint is online on the [Make a complaint or appeal page](#) on the West Sussex County Council website.

Phone: 01243 777100 (Please help us to keep this phone line for people who cannot use the internet without help, or who want general advice about the complaints process.)

If you need an interpreter to help you make a complaint, please call the above number and ask to use the Telephone Interpreting Service.

Call using Relay UK: 18001 01243 777100 (for deaf callers from a textphone or the NGT Lite app downloaded onto a computer, tablet or smartphone).

If you cannot use the online form or the phone, please write to: Customer Relations Team, West Sussex County Council, County Hall, Chichester, West Sussex, PO19 1RQ.

Other information

You can get the following publications from Adults' CarePoint or on the Adults' Social Care publications section of [the West Sussex County Council website](#):

- Your life, your choice. Information for people needing social care support and for family and friend carers (WS463)
- Appeals relating to adult social care (WS529)
- Comments, compliments and complaints about adults' social care (WS31178[A])
- Adult safeguarding – Supporting people to be safe in West Sussex.

Contacting us

Adults' CarePoint

Postal address: Second Floor, The Grange, County Hall, Chichester, West Sussex, PO19 1RG.

Phone: 01243 642121.

Relay UK: 18001 01243 642121 (for deaf callers from a textphone or the NGT Lite app downloaded onto a computer, tablet or smartphone).

Email: socialcare@westsussex.gov.uk.

Website: the [Social care and health page](#) of the West Sussex County Council website and go to 'Social care support' and then 'Contact us for adult social care support'.

Family and friend carers

Postal address: Carers Support West Sussex, The Orchard, 1–2 Gleneagles Court, Brighton Road, Crawley, RH10 6AD.

Phone: 0300 028 8888.

Email: info@carerssupport.org.uk.

Website: [Carers Support West Sussex website](#).

Other formats

If you need this information in another format, for example, on audio CD, in easy read or in another language, please contact us. Please see our contact details above.