



Is your support working for you?

A guide to 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 for the money available to you and to see if there have been any changes in your informal and community support networks. We can also discuss whether the way you receive your personal budget is the best for you and what you want to achieve.

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.

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 your support with you to make sure that it is working well and helping you to carry out your role as a carer. It is important to consider how your caring role is affecting your wellbeing.



Someone to speak on your behalf – an independent advocate

If your 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 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

Your first review will take place within three months 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 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 three months 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.

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

County Hall, Chichester

West Sussex, PO19 1RQ

Phone: 01243 777100 (ask for the Customer Relations Team)

NGT Text Relay: 18001 01243 777100 (available as a downloadable app for computer tablets and smartphones).

Email: feedback@westsussex.gov.uk

Other information

You can get the following publications from Adults' CarePoint (see the next page for details) or on the Adults' Social Care publications section of our website at www.westsussex.gov.uk

- Your life, your choice. Getting adults' social care support in West Sussex. Information for people needing social care support and for carers (WS463)
- Appeals relating to adult social care (WS529)
- Comments, compliments and complaints about adults' social care (WS31178[A])
- What to do if you or someone you know may be being neglected or abused (WS100)



Contacting us

Adults' CarePoint

Postal address:
Second Floor, The Grange
County Hall, Chichester
West Sussex, PO19 1RG
Phone: 01243 642121
NGT Text Relay: 18001 01243 642121
(available as a downloadable
app for computer tablets and
smartphones)
Email:
socialcare@westsussex.gov.uk

Mental health

Please contact the team that
has been involved in your care
and support, or contact our
Adults' CarePoint for their details
(see above).

Community Lifelong Services Teams

• Western

Durban House
Durban Road
Bognor Regis
West Sussex, PO22 9RE
Phone: 0330 222 7888
Email:
[LifelongServicesAdultsDuty.
Western@westsussex.gov.uk](mailto:LifelongServicesAdultsDuty.Western@westsussex.gov.uk)

• Coastal

Centenary House
Durrington Lane
Worthing, BN13 2QB
Phone: 0330 222 7778
Email:
[LifelongServicesAdultsDuty.
Coastal@westsussex.gov.uk](mailto:LifelongServicesAdultsDuty.Coastal@westsussex.gov.uk)

• North


County Hall North
Chart Way
Horsham, RH12 1XH
Phone: 0330 222 8600
Email:
[LifelongServicesAdultsDuty.
Northern@westsussex.gov.uk](mailto:LifelongServicesAdultsDuty.Northern@westsussex.gov.uk)

Family and friend carers

- 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:
www.carerssupport.org.uk


Adults' CarePoint

 Phone: **01243 642121**

 NGT Text Relay: **18001 01243 642121**
(Helps people with hearing and speech difficulties communicate over the phone. Available as a downloadable app for computer tablets and smartphones)

 Email: **socialcare@westsussex.gov.uk**

 Website: **www.westsussex.gov.uk/
social-care-and-health**

 Write to:
**Second Floor
The Grange
County Hall
Chichester
West Sussex
PO19 1RG**



Other formats

If you would like more copies of this booklet or 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.

Current versions of all our public information are available on our website.