

# Information about your care and support review

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Information sheet B2

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This information sheet explains how we review your care and support.

## Why do I need a review?

Regulations we follow say that everyone who receives money or a service from us must have at least one review a year. Some people may need more than this.

## What is a review?

Someone will contact you to arrange a convenient date to talk with you, and anyone who helps you, to check that what we agreed in your care and support plan is working. This is called a review.

The review must include your views and may also include the views of your family/carers. The people providing your care and support will also be included.

When arranging your care and support review we will give you plenty of notice so that you have an opportunity to plan what you want to discuss, if you want to.

At the review we will agree any changes to the amount of support or equipment you will have. We expect this to reduce as you regain your independence and have support from family and friends, but this may not be possible for everyone.

## Who will lead my review?

A social care worker will usually arrange and lead your review.

## What will happen at the review?

The people attending the review will check:

- That the care and support you have is working
- If anything needs to be changed
- To see if you have any worries or concerns

- That the objectives agreed in your support plan are being achieved.
- If anything you want to achieve could now be delivered in a different way, for example by a community group or volunteer.

If there are any changes they will write a new care and support plan with you, and work out a new personal budget.

### **Can I ask someone to be with me at the review?**

Yes, you are welcome to ask a member of your family, a friend or neighbour to attend the review with you. They can help you at the review, and help you update your support plan if needed.

### **Independent advice - advocacy**

If you would like someone to support you at your review and have no one else, we can recommend an independent advocate. They can help you understand the social care system and also speak for you if you would like them to. Please see our information sheet

### **A2: Getting independent advice and support**

### **Your opportunity to feedback**

We welcome your comments about the services you receive. If you would like to tell us what you think, please either:

- Contact us using our website, [www.somerset.gov.uk](http://www.somerset.gov.uk), or
- Speak to your social care worker.
- Phone Somerset Direct on 0300 123 2224, or
- Contact the Adults and Health Customer Experience Officer  
Floor B2 East  
County Hall  
Taunton  
TA1 4DY  
Email: [customerexperience@somerset.gov.uk](mailto:customerexperience@somerset.gov.uk)

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