

Social Care

Appealing a social care assessment - policy



Anyone who does not agree with the outcome of their care assessment has the right to appeal their assessment. This could be a cared for person, a carer or someone representing them.

Anyone who requests a social care assessment will be treated fairly and equally using the national eligibility rules.

We aim to make sure the outcome of an assessment, regardless of whether the person is eligible for financial support, is the right one.

If someone wants to appeal their assessment we will move to quickly understand the reasons for the appeal. We will follow the appeal process and attempt to resolve the appeal promptly.

We will make sure the person has access to independent support and advocacy if they would like this or we feel it would be beneficial to them.

If an appeal reaches the panel stage, the decision of the panel will be final.

Any change of need will invoke another assessment if requested.

The person appealing may also complain using the official process if they prefer, but the care eligibility appeals process will still be followed.

At the end of the appeals process the person may choose to complain using the complaints process. This should not be about the outcome of the care eligibility appeal as the decision of the panel is final. The complaint will start at stage two of the process recognising the appeals process has already been followed.