

# Is your care and support working for you?

A guide to reviewing your care and support



care and  
support  
& you

## What is a review?

A review is an opportunity for you to have a conversation with us about the support you are receiving and to think about what is working well for you 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 the support you receive from family or friends in an informal way, and from your local community.



We want to support you to live the best life you can and only access the necessary support from the council. We will do this by making sure the review focuses on what is important to you. We will work with you to check things are going well for you and that you are able to be as independent as possible.

However, should your circumstances change before your review, you should let us know as soon as possible.

You will find our contact details on the back page of this leaflet.

## Someone to speak on your behalf

Sometimes it helps to have someone else who can speak on your behalf and represent your views and interests. You may feel that you need support to help you to speak for yourself, especially in formal situations, or when you don't feel very confident about something.

Someone who speaks on your behalf or who supports you to speak for yourself in this way is often called an 'advocate'. Advocacy doesn't always have to be provided by paid professionals. Often people take a friend or family member with them to important meetings to give moral support, and to speak up on their behalf, if required.

Whether you have had support in the past or not, we will talk to you about whether you will need an advocate for your review. If you don't have someone to support you in this way, we can arrange for an independent advocate to ensure that you are involved in all decisions about your care and support.

We can also arrange for an interpreter to be at the meeting.

## What to expect from your review

A social 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. Usually the meeting will not last more than an hour. However, in some cases, it may take longer depending on what we need to talk about.

It can be helpful to have a family member or friend with you when we





visit. They can help you to remember what you want to ask us and what we say. This could involve:

- Family or friends who are helping to care for you
- Someone you would like to represent your views
- Someone who helps look after your affairs
- People who provide your support, such as a home care provider or personal assistant.

If you let us know who to invite, we can contact them and invite them to the meeting. We will normally talk to you about this when we book your review. If we have not done so, then please let us know as soon as possible. Everyone at the review will have a chance to share their views.

If you get regular help from a community nurse, day service or another provider, we may ask them how they think things are going before your review meeting.

This can help us understand better how you are managing.

## How to prepare for your review

When we agreed your care and support plan, we talked about what things you wanted to change in your life and what you needed help with. During your review, we will want to know whether the help that you have been getting is making a difference in your life.



To make the most of the time you have with us, you may want to prepare for the review by thinking about the areas that you will be asked about. This might seem like a lot of work, but it is important to think about every aspect of your life to make sure that you are getting the right level of support. If you don't tell us about the difficulties you have, you may not be given the right advice, information or support. Our staff are here to help you, so don't feel embarrassed to tell them about what challenges you are facing.

### Here are some areas to think about.

- Has anything changed for you? Is there anything that makes it more difficult or easier to manage your everyday activities now compared to when we last met with you?
- How well is your care and support plan working? Do you want to change anything?
- If you have family or friends who help you, has anything changed for them? Do they have less time or more time to help you?
- We want to focus at what you can do rather than what is not going so well in your life. What skills, gifts and talents do you have? We'd also like to know how about the people and family around you, the community resources you use, and the voluntary organisations you have contact with.



- We will want to know how you rate the services and help you are getting. Would you recommend it to other people or not?

You may also want to consider changing the way your personal budget is managed. If you choose to receive a direct payment, you can then use your direct payment to arrange support yourself from a wide range of services and options. This can include employing your own staff, such as a personal assistant, and we can give you advice to help you do this.

**At the back of this leaflet, you will find a notes page to help you prepare for your review.**

### **Will my care and support plan change?**

We will always review your care and support plan with you and refresh what you want to achieve going forward.

If your needs have changed or you want to change the services you use, the costs of your care and support may change. The cost depends on the amount of help you need and who provides it, so it could go up or down. How much you contribute to this cost depends on your financial situation.

We will send you a copy of your updated care and support plan along with your review document.

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

If you're unhappy with the process, your review, care and support plan or personal budget, we want to hear about it as soon as possible. We recommend that you speak to your social worker in the first instance. If

you can't come to an agreement, you can let us know in writing what you are unhappy about and why you think the process has been unfair or inaccurate.

Once we have heard from you, we will look at your concerns and may contact you to discuss the issue. We will always respond to you in writing. If you are still not satisfied, you can use our complaints procedure.

### **What if I'm unhappy with the service I receive?**

If you are unhappy about a home care service, short term enablement or respite service that you are receiving, and it is causing you worry or distress, you can contact our Quality Assurance and Contract Monitoring Team to discuss your concerns.

The team will register your concern and help you to resolve your problem.

**Telephone:** 020 8831 6446

**Email:** [qualityassurance@richmond.gov.uk](mailto:qualityassurance@richmond.gov.uk)



## Our contact details

Monday to Friday 9am to 5pm

**Telephone:** 020 8891 7971

**SMS Phone:** 07903 738043

**Email:** [adultsocialservices@richmond.gov.uk](mailto:adultsocialservices@richmond.gov.uk)

**Website:** [www.richmondcareandsupport.org.uk](http://www.richmondcareandsupport.org.uk)

## Write to us at:

London Borough of Richmond Upon Thames Council

Adult Social Care

Civic Centre

44 York Street

Twickenham

TW1 3BZ

For information on local services please visit CarePlace  
[www.careplace.org.uk](http://www.careplace.org.uk)



CarePlace

If you have difficulty understanding this publication and you would like this leaflet in a different language, large print or Braille please call: **020) 8891 7971.**

For information on our Privacy Notice please visit  
[www.richmond.gov.uk/data\\_protection](http://www.richmond.gov.uk/data_protection)

## Helping you prepare for your review

How have things been for you since your last assessment or review?  
What has been going well? Has anything changed in your life?

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Is there a key person in your life who supports you on a regular, unpaid basis to help you stay independent?  Yes  No

If yes, please can you give us a little more information:

Do they live with you?  Yes  No

What is their name?

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Thinking about the things that you said were important to you and how you wanted your needs to be met as part of your care and support plan, do you feel you have achieved what we agreed?

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Is there anything you would you like to change about the care and support you receive?

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What else do you think might help you to be more independent?

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Do you have any other comments or concerns?

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**Keep these notes to help you at your review.**

