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What is a review?

A review is a joint discussion between service users, carers, service providers and possibly other agencies involved in the provision of care. Its aim is to establish whether the objectives set out in the care plan are being met. The review will also help us to see if the service user or carer are still eligible for services or if their circumstances have changed and they need more help, see Factsheet FS1 – Assessment and Fair Access to care for more information.

Anyone receiving services from us, including Direct Payments, will have a review.

Peoples' needs change over time so a review is carried out at least annually, depending on the complexity of the care package. If there are risks or the service user's situation is unpredictable reviews may be carried out more frequently.

How will my review happen?

We will contact you to let you know that your review is due and when and how this will happen.

A review can be carried out on the telephone or it could be a face to face discussion.

The majority of planned reviews will be by telephone, however, if there are major changes in your circumstances or if we are unable to gather all the information we need we will arrange a meeting with you and/or your carer and other agencies involved if necessary, to carry out a face to face review.

What to expect from a review

We will check that your personal and social care needs, and those of your carer, are being met by the services provided which could include services such as personal care, meals on wheels, day care, residential care or Direct Payments.

We may need to discuss some personal issues and ensure that your financial situation has not changed. We will also check that you are receiving all the benefits that you are entitled to. Care Direct can carry out a free benefits check, telephone 0845 1551 007 for more information.

Outcome of a review

After a review has been completed your services may remain the same or they could change to something that is more appropriate to meet you care needs. We will then send you a new care plan.

Should your services cease under the Fair Access to Care legislation you can telephone Care Direct 0845 1551 007 and they will be able to offer you advice and information about alternative services.

If you are not happy with the outcome of the review please contact Care Direct 0845 1551 007.

What happens if my circumstances change?

If your circumstances change at all or you have any concerns regarding your care, please contact Care Direct 0845 1551 007. If there are substantial changes in your situation we may carry out a review at this time. If the changes occur within 3 months of your review date, either before or after, then this review will replace your annual review otherwise your annual review date will remain unchanged.

Further factsheets can be found online at www.devon.gov.uk/factsheets

If you have any further questions please contact **Care Direct 0845 1551 007**

A large print version of this factsheet is available on www.devon.gov.uk/largeprint-factsheets but if you would like it in a different format such as Braille or tape, or in a different language, please contact our Customer Service Centre on 0845 155 1015 or email customer@devon.gov.uk.

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