

What is a review?

Factsheet 17 – 01 November 2010 (4 Pages)

A review is a joint discussion between service users, carers, service providers and possibly other agencies involved in the provision of care. Anyone receiving services from us, including Direct Payments, will have a review usually annually. If there are risks or the service user's situation is unpredictable reviews may be carried out more frequently.

Its aim is to establish whether the previously agreed outcomes set out in a persons support plan are still current and to help us to see if the service user or carer are still eligible for services or if their circumstances have changed and they need different help, see *Factsheet FS1 – Assessment and Fair Access to Care* for more information.

How will my review happen?

We will contact you to let you know that your current support plan will be reviewed and that several key questions will be asked about your current support arrangements, in particular, what is working well and what could be improved. You will be asked if you wish to receive some support planning information prior to your review, to help you prepare for it.

The majority of planned reviews will be by telephone, however, if there are major changes in your circumstances or if it is not possible 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

During the review you will be asked about the outcomes that were set out in your support plan. We will discuss what has worked well, what could be improved and generally how well your support is working for you.

The review discussion will include the following key areas;

- Have your needs changed and are they still within Devon County Council eligibility criteria**
- Has any informal (not paid for by Devon County Council) support changed.**
- Is your support plan affordable within your personal budget**
- Would any equipment based support systems be of help**

For personal budget information please see *Factsheet FS7 Personal budgets – your money, your choice*

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

The outcome of the review will depend on a number of things; If your needs or informal support has changed or your personal budget is no longer sufficient, then the review process will stop and you will have a re-assessment of your needs.

Where your support plan is working well or requires only small changes, then specific elements of the support plan can be updated to reflect this and another review date will be set.

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.

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

Further factsheets can be found online at

www.devon.gov.uk/factsheets

If you would like it in a different format such as Braille or audio, 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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