

Bradford Adult Social Care Factsheet

Care and Support Plan Review



Why we review your services

A review is your chance to talk about how the plan for your support is working and any changes that may be needed. If you have care and support needs we will review your care and support plan with you to make sure that your wishes are understood, respected and at the heart of any changes we make. If you are a carer we will review your support plan.

We will talk to you about things like:

- Any changes in your circumstances or needs.
- What is working in the plan, what is not working for you and anything you might want to change.
- Are you being supported to achieve things that are important to you and do you want to achieve new or different outcomes?
- Is your support meeting your needs? Do you still feel this is the best way to meet the outcomes that are important to you? For example, would you prefer to arrange your own services using a direct payment if you don't currently have one?
- We will talk to you about local things to do which may help you to feel more included.
- Any changes in who supports you, including friends and family members, where you wish us to know about them.

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- If there have been any events or changes in your needs or circumstances which might mean you don't feel safe.
- Are you and your carer and anyone else you have asked to be involved, satisfied with the plan?

It is important that we choose the right methods for the right situation when we contact you. We will offer you a choice about how you would like your review taking place, and where you might want to meet us (face to face, supported self-assessment or online, for example). We will also consider how to ensure that any safety concerns may be addressed during the review.

Regular reviews

You should have regular reviews of your plan if you are receiving long term support through Bradford Council adult social care, or support services if you are a carer. The review is an important part of making sure your plan is still appropriate. Your first review should take place within six weeks. After this, you should have a review each year. However you, your carer, another person (with your permission) or your advocate, can request a review at any time if you feel your needs or circumstances have changed or if the plan is not meeting your needs.

The review meeting

You can have a relative, friend or carer involved in your review. We can also put you in touch with an advocate who is someone to help you speak up for yourself if you need help with this.

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Face to face review or review by telephone

The team who are working with you will talk to you about the review and whether it could happen over the telephone, or if it would be better to meet in person or virtually online. The conversation is about you, and the team will make sure they keep you at the centre of what they do next.

Changes to your care and support plan

If your needs have changed, your care and support plan may also need to be changed too. For major changes, we will talk to you in detail before we alter anything. If things are working well, and you are happy with the support being provided we will arrange a review for the following year.

The outcome of the review

The team involved in working with you will make sure that the notes of the things that are said at the meeting are recorded and given to you afterwards.

Contact

To find out more about contact the Independence Advice Hub on

01274 435400

Contact Independence Advice Hub - Online Form:

https://onlineforms.bradford.gov.uk/ufs/contact_us_social_services.eb

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Key Links

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