

Reviewing your care and support

This factsheet tells you what happens when we review your care and support.

We provide care and support for people over the age of 18 so they can remain independent, safe and well. This includes care and support for adults, older people, people with a learning disability and people with a mental health problem. We also provide support for carers, and for families with a disabled young person (as part of them moving to adult care and support).

‘Care and support’ is the help some people need to live as well as possible with their illness, disability or impairment. It can include help with things like washing and dressing yourself, preparing and eating meals, getting out and about, and keeping in touch with friends and family.

This is one of a range of factsheets about care and support in Sheffield (details on page 5).

Introduction

If you get care and support from us, we will contact you at least once a year to carry out a review. You can also ask for a review if your needs change, or you no longer need care and support.

What is the review for?

- To check if your current care and support has helped you achieve what we planned together when your needs were assessed, and if not, how the review can improve your care and support.
- To talk to you about whether your needs have changed.

We want to help you to be as independent as possible, so we first look at how you can help yourself, and the support you get from family, friends and your community. If you still have eligible care and support needs and there is no one available to help with those needs, we will provide care and support.

The steps to reviewing your care and support are:

- STEP 1. We review your care and support and reassess your needs to confirm if you still have eligible care and support needs.
- STEP 2. We work with you to update your Care and Support Plan to make sure it shows how your needs will be met.
- STEP 3. We approve your updated plan and any changes to the costs of your support. We also tell you if there are any changes to the amount that you will need to pay towards your care and support.
- STEP 4. We help you to make any changes to your care and support to meet your updated plan.
- STEP 5. We then check to make sure your updated arrangements are working.

What should I think about before the review?

The review is about you, so take some time before the visit to think about how things are going, including

- has the support I've had helped me to meet the outcomes I wanted to achieve, and to be more independent, safe and well? What do I want to do next?
- am I able to do the things I want to do? Do I feel in control of my life?
- what sorts of help and support am I using? How are they working?

You may find it helpful to make notes beforehand to help you remember questions you want to ask or concerns you want to discuss. It would be useful to collect any information you have about the care and support you receive, such as prescriptions or doctor's letters. If you have a Direct Payment we may also need to see records of your spending, such as your Direct Payment bank account statements.

What happens at the review?

Your social care worker will talk to you, and if you want, your partner, family member or friend. They will ask you about your needs and how your care and support has helped you manage your day to day life, and stay independent. They will listen to your views and the views of family and friends, and other professionals involved in your care, like your doctor.

Your social care worker will make sure you are able to be involved in your review. If you have substantial difficulty in being involved (such as difficulty understanding or retaining information), and you have no family or friends who can help, we will arrange for an independent person (called an advocate) to help you so you can be fully involved. There's more information about this in our Independent Advocacy factsheet (details on page 5).

They will talk to you about the other support you may have available to meet your needs. Examples.

- If you have a Motability vehicle – we expect you to use it to get to services or activities. If you have family, or another named driver, we expect them to drive you to services or activities. This may mean changing the date or time of activities so they are available to drive you.
- If your personal Independence Payment (PIP) or Disability living Allowance (DLA) includes a Mobility Component – we expect you to use it to pay for travel to get to services or activities in your plan. If the travel costs are more than your allowance we will include these additional costs in your plan.

There's more information about this in our Help With Travel factsheet (details on page 5).

They will also talk to you about how equipment and technology could help you around the home and keep you safe and independent, and how this can be arranged.

Your social care worker will ask about any support you get from your family, and will ask them if they would like an assessment of their needs as a carer to make sure we can support them too.

Your social care worker will record your needs on a form called the Review Questionnaire. The form includes personal information about your health and background, so we keep this information securely. If you have health, housing or care and support needs we may need to share your information with other agencies. We will always ask you first, unless we need to act quickly to protect you from harm.

Prioritising needs

We will then decide if you are eligible to continue to receive care and support from us. We use national rules (called the Eligibility Regulations) to decide if you have any eligible care and support needs. There's more information about this in our Getting Care and Support factsheet (details on page 5). Care and support to meet these needs makes sure you are safe, and that you are able to maintain your independence.

We want to help you to be as independent as possible so we first look at how you can help yourself, and support you get from family, friends and your community. If your review shows you still have eligible care and support needs and there is no one available to help with those needs, we will provide care and support.

If you no longer have any eligible care and support needs we will help you to remain safe, independent and well by giving you information and advice about community and voluntary services that can help you.

If you're not happy with our decision speak to your social care worker about using our 'Look Again' process, where your review is checked again. If this doesn't resolve the situation ask your social care worker how you can make a complaint.

Planning and organising your care and support

If you continue to have eligible care and support needs we will help you to make any changes to your Care and Support Plan, to make sure you have the right activities and services to meet your needs, and that your services are the most cost effective way of providing your care and support.

We will then check your plan. We will approve your plan if it meets all your care and support needs, and it is affordable.

We will let you know when your plan has been approved.

The total cost of your updated plan is the money that we will put aside to spend on your support arrangements in the coming year. This is called your Personal Budget.

The cost of your care and support may change when your plan is updated. As a result, the amount that you need to pay towards the cost of your support may change. If you think your circumstances have changed, the Financial Assessment and Advice Team can carry out a financial assessment to work out how much you can afford to contribute towards the cost of your care and support. They can also let you know if you are likely to be eligible for benefits such as Attendance Allowance and Personal Independence Payments.

We will then help you to make any changes to your care and support. You will need to talk to your Personal Assistant if, as a result of updating your plan, you will be reducing their hours or need to make them redundant.

Once your care and support is in place we will check back with you after a few weeks to make sure it's working and meeting your needs.

If you have a Direct Payment, you will have agreed to send us information about what you have spent on a regular basis, so we can check that you are spending the money we pay towards your care and support as agreed.

Tell us what you think

If you have a suggestion, comment or complaint about any council service you can tell us what you think:

- Telephone: (0114) 273 4567.
- Website: www.sheffield.gov.uk/tellus
- Write to: Customer Services, Sheffield City Council, Town Hall, Pinstone Street, Sheffield S1 2HH.

Where can I get more information?

If you have a question about this factsheet, want a printed copy to be sent to you, or want to speak to someone you can contact us.

Factsheets can be downloaded from our website: www.sheffield.gov.uk/factsheets. Information can be provided in alternative formats and other languages on request.

- Prevention and enablement
- Getting care and support
- Help for carers
- Children's Transition to Adult Social Care
- Independent Advocacy
- Planning and organising your care and support
- Help with travel
- Paying for your care and support at home
- Paying for your care and support in a residential or nursing home
- Managing your finances
- Managing your Direct Payment
- Disability Related Expenditure
- Deferred Payments
- Personal Assistant Handbook
- Reviewing your care and support

Contact us

- Email: adultaccess@sheffield.gov.uk
- Telephone: 0114 2734908
- Write to: First Contact, Howden House, Union Street, Sheffield, S1 2SH