

Care Reviews

What is a Care Review?



Care Reviews are important as they look at the care and support someone is getting now and check that it is still meeting their needs and is right for them.

A Care Review can be carried out by the Council, an organisation providing support or by the person who needs care and support.

Wiltshire Council is working towards enabling people to review their own care plans, online or by other ways.

What will happen at a Care Review?



At a Review the Council will be looking to see if the service you are receiving is helping you to:



Be independent.



Meeting your care needs.



Achieving the goals as agreed in your care plan (outcomes).

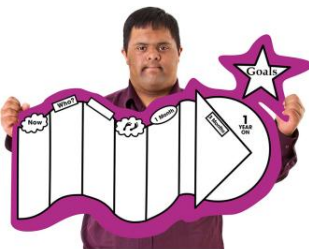


If your needs have changed you may need to have another Care Assessment.

Reviews can vary, but will normally look at:



- Changes that have happened since your last assessment, including asking if your care and support needs have changed?
- What is working well or not so well in your plan and what might need to change?



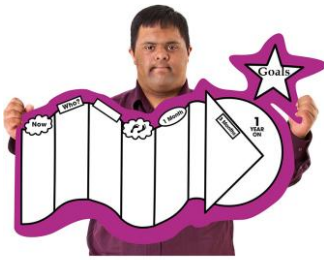
- Have you achieved your goals – done the things set out in your care plan (outcomes)?



- Is the amount of money in your Personal Budget enough to cover the cost of meeting your needs and goals?



- Would a Direct Payment be better for you?



- Do you have new goals (outcomes) that you want put in your plan?
- Could things be better in your plan to help you achieve the things you want to do - outcomes?



- Do you have friends or support from your community that might affect your plan in any way?



- Are there any changes to your needs or life style that might put you at risk of abuse or neglect?

How often will my care package be reviewed?



Reviews do not have to be formal or planned. Your support plan will be looked at regularly to make sure it is meeting your needs (at least once a year) and changes made as needed.

Reviews can be:

- Planned in advance with a set date
- Unplanned because of a change that the council or your care provider has been told about. For example, a fall or being in hospital.





- Where you have asked for a review, or your family, carer or advocate has asked for it because of changes to your needs or other things.

What should I do if I want a Review of my care and support plan?



If you want a Care Review you can contact your support provider or Wiltshire Council and request a Review



Wiltshire Council



0300 456 0111



customeradvisors@wiltshire.gov.uk

Translated into Easy Read by



using

