



# Your Review



An easy read guide

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You can read this booklet alone or with someone to support you.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

## Acknowledgements

This booklet was developed by Surrey County Council and the Learning Disability and Autism Engagement Team at Surrey County Council. It was checked out by Get it Right!



January 2024

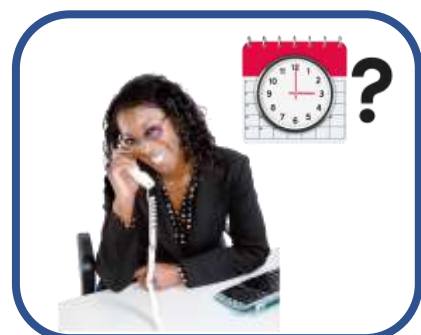
# Introduction



The Care Act (2014) is a law about what councils must do for people who need care and support.



If you receive support from Adult Social Care, you should have a review.



The Council will let you know when it's time for your review.



The Council will ask a Social Worker or Social Care Assistant to complete your review.

# When do I need a review?



If you have met lots of your goals and are ready to set new ones.



If you are not happy with the support you are getting or want to change things.



If you need more help.



When Surrey County Council tell you that you need a review.



You can ask the council to set up your review.

# Your support package



Your **support package** is the services that the council pay for to meet your needs.

Your support package may change following your review.



Your support package should not change without a review, unless there is an emergency.



The council must talk to you about your needs and why they think you may need a different support package.



If you don't agree or if you don't understand the reason you can complain.



If you don't need all your support, you can talk to the council about what you need.

# Who can help you get ready



You can have someone to help you in the meeting.



This can be a family member or a friend.



It can't be anyone who gets paid to support you.



If there is no-one, ask the council to sort out an advocate to help you.



An **advocate** is a person who can help you to speak up. They are always on your side and will help you say what care and support you need.

# Getting ready



## Who needs to come

Let the council know who you want to be at your review. This could be family, friends, your support provider, other professionals.



## Update your personal plan

Think about the goals that you want to do next.



## Notes

Collect anything which may help:

Letters from your doctor.

Your personal plan.

The list of goals that you have achieved and the things you have done.



## The meeting

A review may be in person, on the phone or online.

Make sure you know when and where the review is, how you will get there (if it is not in your home) and who to contact if there is a problem.

# The review meeting



The council will ask you and the staff about how you have met your goals.



They will talk about what is important to you, your strengths and your people.



They will look at your goals and agree which ones can be part of your support package.



If the council thinks you don't need your support package anymore, they will let you know what happens next.



# What happens after your review



The council will write up your review after the meeting.



They will make sure that it has the right information about your support package. They will give you a copy.



They will update your support package with your new goals.



They will update your financial assessment, so you are paying the right money towards your care.

# Your rights



## Information and advice

The local authority must give you **accessible information** about care and support.



**Accessible information** is information that you can understand, like easy read.



An **advocate** is a person who can help you to speak up.

If you find it very difficult to take part in your review, and you have nobody who can support you, then you can have an advocate.



## Arranging support

You can change the way your needs are met. For example, if the council arranged your support, you could ask for a direct payment to do it yourself.



## Complaints

You have the right to complain if you don't agree or don't understand what was decided.

# How to complain



If you do not agree with a decision about your support package, contact Adult Social Care (see below).



If you are still unhappy with the decision, contact the Adult Social Care Customer Relations Team.

**Email:**

[asc.customerrelations@surreycc.gov.uk](mailto:asc.customerrelations@surreycc.gov.uk)



**Phone:** 01483 518300



If you are still not happy, you can go to the **Local Government Ombudsman**. The **Local Government Ombudsman** make decisions on complaints about all councils in England.

## Contact Adult Social Care



Adult Social Care Website:

[www.surreycc.gov.uk/adultsocialcare](http://www.surreycc.gov.uk/adultsocialcare)

# Contact us, other formats and language

To contact us or if you would like this information in an alternative format or language:



Telephone: 0300 200 1005



Text (SMS): 07527 182 861 (for deaf or hard of hearing community)



Textphone (via Relay UK): 18001  
0300 200 1005



British Sign Language:  
[www.surreycc.gov.uk/bsl](http://www.surreycc.gov.uk/bsl)



Email:  
[asc.infoandadvice@surreycc.gov.uk](mailto:asc.infoandadvice@surreycc.gov.uk)