

### What can I expect from my review?

#### What is a review?

A review refers to the re-assessment of people's needs and circumstances. Reviews are carried out regularly to ensure that a person's arranged support continues to meet their assessed needs and desired outcomes, as set out in their support plan.

#### What does regularly mean? How often should I have a review?

You and your social worker will decide how often you think your reviews should be. This will be different for everybody depending on your circumstances and needs. However Local Authorities have a statutory duty to ensure they review people at least every year.

#### There are three main stages to a review.

##### Stage 1 - Preparation

- You can decide when your review takes place e.g. are mornings better for you or your family and friends or are evenings better; is there a particular day of week that would be best; etc.
- You can decide where your review takes place e.g. would you prefer to be in your own home, or your favourite place or perhaps in one of the Council's offices or One Stop Shops would meet your needs best.
- You can decide who you would like to invite to your review and most importantly who you don't want to invite. Although the Council will insist that a representative of the Local Authority is present is at your review, as they have a duty to review your needs at least once every year.
- While the Council really hope you do attend your review in full or in part, they know this can be upsetting for some people. If you don't wish to

attend, try to make sure we hear your views in any way you can e.g. an advocate, tape recording, letter, pictures or video are all acceptable ways in which to do this.

- A review is a two way street, this is also your opportunity to raise anything that maybe on your mind. Take time to think about what you want others to know and understand about you, write a few things down or ask somebody to help you do this. If you think it is useful social workers have access to a booklet you can complete prior to your review.

## **Stage 2 - The review**

- This is an opportunity for you and those present to share with each other what you consider is working well at the moment and anything that you think is not working so well.
- To check back with you if the outcomes from your last review and support have been achieved.
- To explore if the services and/or budget you have are helping you to achieve your outcomes.
- To revisit your needs as set out in your previous assessment and check if anything has changed.
- To tell people if anything has changed in your circumstances.
- Does anything need to change? If so what, how would you like it to change or do you need help to explore this further.
- You will be informed of your budget and that you have the opportunity to take have some or all of this as a Direct Payment (if you don't already).
- You will be informed that you can use this review/assessment to review your support plan if desired.
- If you wish to reconsider how you spend your budget you can get help from your family, friends, a social worker, KDC and KPAIS.

### **Stage 3 - After the review**

- You should receive a copy of your updated assessment. You should be asked to agree this is correct either verbally or by signing your name.
- For those people who are not considered to have capacity a capacity assessment is completed and this is recorded on their assessment.
- A copy of your assessment can be shared with those involved in your care and support with your permission.
- Actions from your assessment should be followed up as agreed.

#### **I want to use the Person Centred review booklet (Appendix A) for my review. Where can I obtain a copy?**

Social workers have access to this booklet and can provide a copy in paper or electronic form. You can download a copy from our website at [www.kdc.org.uk](http://www.kdc.org.uk) or simply telephone us and we will send you one.

#### **What happens if it has been more than 12 months since my last review and I have not been contacted by a social worker? What can I do?**

You should contact Knowsley Access Team (KAT) on 443 2600 and request a review.

#### **What happens if I do not receive a copy of my support plan and review documents? Who do I contact?**

The person from the Local Authority who attended your review or see Appendix B—Your Guide to Making a Support Plan.

#### **What happens if I am not happy with the outcome of my review? What can I do?**

In the first instance you should go back to the person from the Local Authority and explain what you are not happy about. If you remain

dissatisfied you can ask to speak to their manager or use the complaints process.

**Remember, if you are unsure, have any queries or need additional support; please contact the Direct Payments Team here at KDC.**

**Telephone:** 0151 480 8873

**Email:** [andy.gilbert@kdc.org.uk](mailto:andy.gilbert@kdc.org.uk)

You can find this Factsheet along with others covering a variety of topics by visiting us at [www.kdc.org.uk](http://www.kdc.org.uk)



Appendix A—Person Centred Review Booklet

Appendix B—Your guide to making a support plan