

**Review of your Care and Support**

## What is a review?

1. A review is *‘a positive opportunity to take stock and consider if the plan is enabling the person to meet their needs and achieve their aspirations'* (Care Act guidance 13.12)
2. Adult Social Care have a duty to review everyone who has a **care and support plan**. Your review should happen each year but if your circumstances change you can request a review date earlier.
3. Your review can take place face to face, on video call or over the telephone. If you would prefer a different type of review or date to the one offered, you can contact Adult Social Care to change this.
4. If you don’t have a copy of your most recent **care and support plan** or have not received the guidance on Disability Related Expenditure (DRE) and would like this before your review, please ask your social care worker (and let them know if you require this in a different format).
5. Your review will include you and anyone else who you would like to be involved. This can include family, friends or anyone who is important to you. Your review may also include another professional such as an Occupational Therapist or another healthcare professional.
6. If you need support to be fully involved in the review and do not have friends or family to assist you then you can receive support from an independent **advocate**. An advocate will support you to express your views and wishes. Your social care worker will arrange this if you need an advocate.

## What will happen at a review?

1. You may be unsure or concerned about what to expect at a review. Your social care worker will talk to you about your current **care and support plan.**
2. Here are some questions that your social care worker may ask you. You might like to think about some of these ahead of time to help you to prepare:

* Do you think your **care and support plan** is working well for you (including your health needs and any aids and adaptations)?
* Are your needs being met in a way that works for you?
* Do you think your **care and support plan** needs to change in any way? If so, what changes would you make?
* Think about any additional money you spend because of your disability that someone without a disability does not have to spend. This is called [Disability Related Expenditure (DRE).](https://www.nottinghamshire.gov.uk/policy-library/91943/what-is-disability-related-expenditure)

You can find a factsheet at <https://www.nottinghamshire.gov.uk/policy-library/91943/what-is-disability-related-expenditure>

1. If something has changed since your last review, then the social care worker will talk to you about the change in your needs and/or circumstances.
2. You and your social care worker will work together to agree any changes to your **care and support plan**.

## What will happen after your review?

1. Your social care worker will let you know what will happen after your review and agree when you can expect to hear from them. They will update your **care and support plan** and send you a copy.
2. After your review, feel free to contact your social care worker if you have any questions, concerns or anything you want to discuss further.

## What if I am not happy with my review?

1. Talk to your social care worker if you are not happy after your review. If you are still not happy you can make a complaint to our Complaints and Information Team. You can do this over the phone

**Tel no: 0300 500 80 80**

Or by completing the online form:

[**https://www.nottinghamshire.gov.uk/contact-and-complaints/complaints/comments-compliments-and-complants/w**](https://www.nottinghamshire.gov.uk/contact-and-complaints/complaints/comments-compliments-and-complants/w)

**Contact information**

Phone: 0300 500 80 80 - Monday to Friday: 8am to 6pm (Calls cost 3p a minute from a BT landline. Mobile costs may vary).

Enquiries: [www.nottinghamshire.gov.uk/contact](http://www.nottinghamshire.gov.uk/contact)

Website: [www.nottinghamshire.gov.uk](http://www.nottinghamshire.gov.uk)

Deaf / hard of hearing: 

* Text relay service:  Dial 18001 0115 9774050 from your textphone or the Relay UK app.
  + Download the SignVideo app to communicate in British Sign Language via an interpreter. Visit [www.nottinghamshire.gov.uk/contact-us](http://www.nottinghamshire.gov.uk/contact-us) for more information.

Phone 0300 500 80 80 if you need the information in a different language or format.

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