



**Digital
Advocacy Hub**

Care Reviews



**Easy
Read**

Easy Read



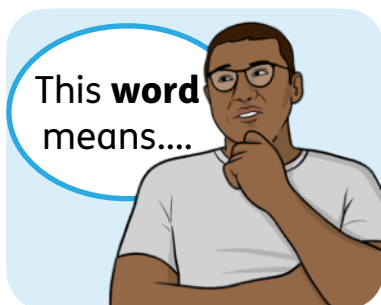
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



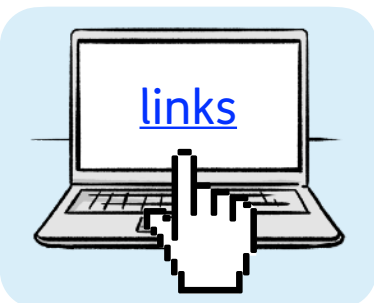
This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



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

What is in this booklet

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About this booklet



This information is from the n-compass Digital Advocacy Hub - we tell people about their rights.



We will tell you about **care reviews** - this is when your local council checks that you are getting the care that you need.

What is Care Act Advocacy?



The Care Act 2014 is a law that says how people should get the care they need.



The government made this law to try to give people more say over the care they get.



In this law, it says that people can get an **advocate** if they need one.

An **advocate** is someone who helps you to speak up or speaks up for you.

An advocate can help you:



- Take part in **assessments** - this is when your care needs are checked.



- Take part in checking the care that you get.



- Make decisions about your care and support.



Advocates do not make decisions about your care themselves.

What is a care review?



The law says that your local council needs to check that you are getting the care you need - this is called a care review.



You will have a care and support plan which says what care and support you need.



The council needs to check your care and support plan regularly to check it is correct.



You can ask the council to check your care plan if you think you are not getting the care and support you need.



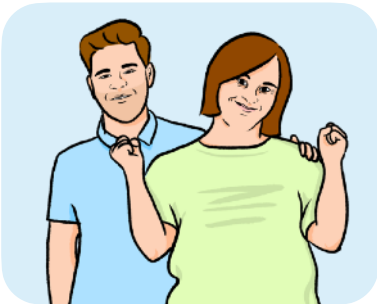
Your carer can also ask your council to check your care and support plan.

Who takes part in the review?

Before the council makes changes to your care and support plan, they should talk to:



- You - the person who the plan is about.

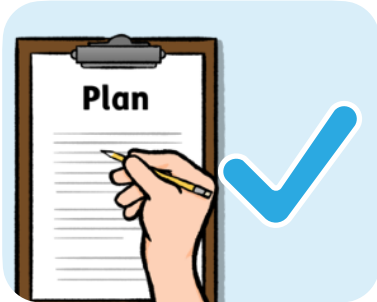


- Any carer that you have.

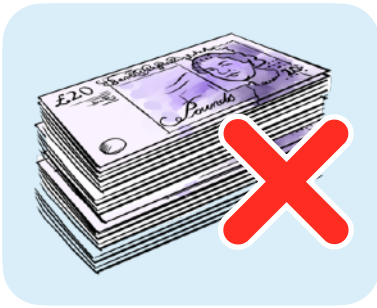


- Any person you ask the council to talk to.

Making changes to a care and support plan



Your care and support plan must always meet your needs.

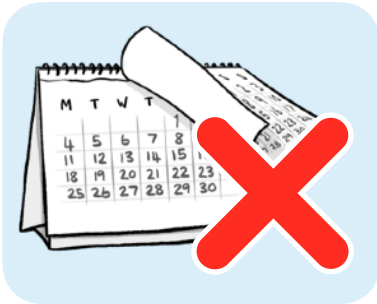


The council cannot change your care and support plan just to save money.



Your needs must be checked first to see if any changes are needed.

When care reviews should happen



The law does not say how often care reviews must happen.



The advice for councils is to check new care and support plans after 6 to 8 weeks.



Then they should check the plans every year.



A check could happen sooner if you think your care and support needs change.

What is looked at in a care review



Many things will be looked at in your care review.

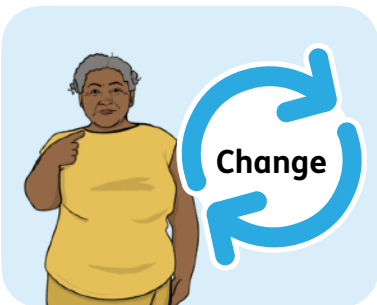
This might be things like:



- What is and is not working in your plan.



- Does your plan help you do the things you want to in life?



- Have your life or support needs changed?

Other things that might be looked at in your care review are:



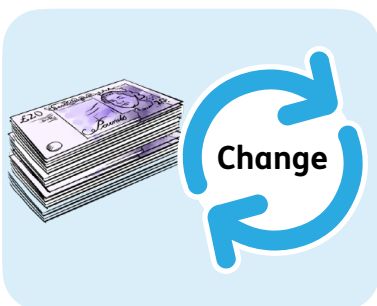
- Have your carer's life or support needs changed?



- Is there enough money to pay for the care you need?



- Does your carer have enough money to look after their needs?



- Is the way you pay for your care working or would you like to change?

Other things that might be looked at in your care review are:



- Are there any changes in the ways you are supported that might mean your care plan will not work?



- Have any changes in your life or your carer's life meant you might be abused or neglected?



- Are you and your supporters happy with your plan?

What do Care Act Advocates do?



A Care Act Advocate can support you by:

- Visiting you in your home or where you are living at the time.



- Speaking to you in private about your care.



- Helping you to see your records about your care.



- Meeting with professionals who are part of your care.



- Standing up for what you want to happen.

A Care Act Advocate will:



- Listen carefully to what you tell them.



- Support you to speak up or speak up for you if you need them to.



- Make sure you are part of decisions made about your care.

How can I get a Care Act Advocate?



Your health or care professional will usually contact a Care Act Advocate if you need one.



They can send details about what you need support with to n-compass.



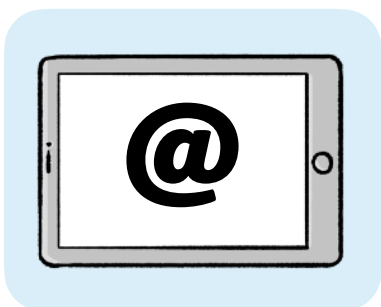
You can also ask your social worker for a Care Act Advocate if you need one.

Find out more



To find out more about how we could help you, you can look at our website here:

www.n-compass.org.uk/our-services/advocacy



You can contact us by sign language video using this website:

www.ncompass.signvideo.net