

## How to get the services you receive reviewed

### Introduction

Do you receive support arranged by Social Care Services to live independently?

Do you care for someone who receives support services?

Did you know that you are entitled to have the help you receive reviewed?

### Why do we review your services?

When you first approach us for support services, we carry out an assessment to consider how to meet your eligible care needs in the best way.

Your needs may change over time. This means that we need to check that the care plan we agreed with you is still meeting your assessed eligibility needs and is helping you to remain independent.

We call this a review of your services. Your first review will usually take place within 6-8 weeks of you receiving support services from us. After this, you should expect to have a review every 6 or 12 months, depending on your situation.

Your Care Manager will arrange these dates with you. However, if you feel that you need a review earlier than 6 or 12 months, please let us know and we will arrange for your Care Manager to contact you.

### Your review meeting

This is your review so the most important thing is for you to tell us if the help you receive is or is not working for you. Please speak openly as this is our opportunity to resolve any issues you may have.

The people who provide your support services will be invited to attend the meeting; you can also invite a friend or family member to be with you. If there is someone you do not want to attend, please tell us.

Your Care Manager will write down what you say and suggest ways to remain as independent as possible in your own home or a homely environment. They might suggest different types of help.

### What happens after the review meeting?

You will be given a copy of your review and if applicable, the date of your next review will be agreed so you know when you can next expect to see your Care Manager.

### Our contact details

If you have any enquiries about the review process, please contact your Care Manager.

**Telephone:** 01495 762200

**E-mail:**

[socialcareCallTorfaen@torfaen.gov.uk](mailto:socialcareCallTorfaen@torfaen.gov.uk)

**Our Address:**

Torfaen Social Care and Housing Services  
Civic Centre  
Pontypool  
Torfaen  
NP4 6YB

*This factsheet can be made available in other languages and formats upon request. Please contact us in order to arrange this.*