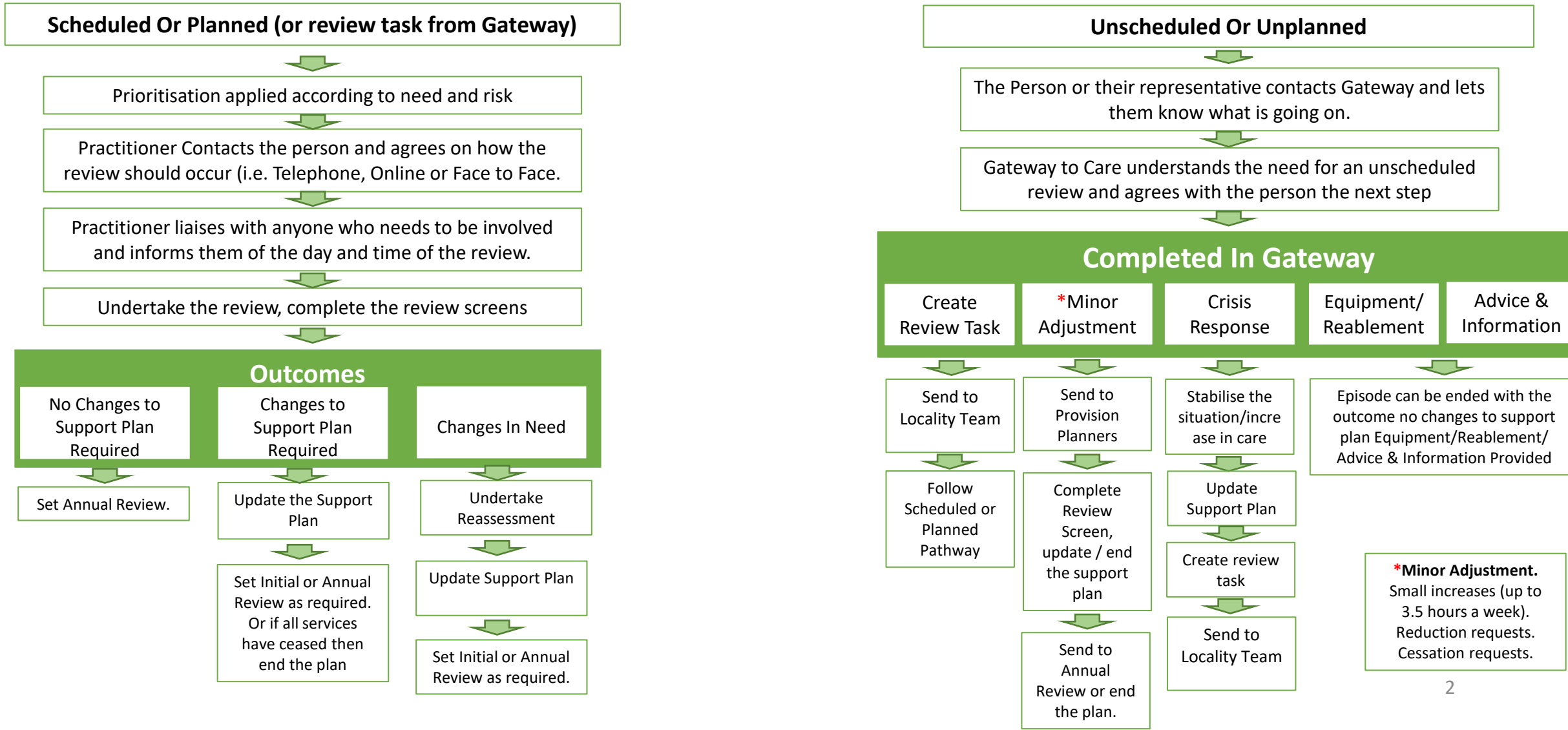


Adult Services and Wellbeing  
Calderdale Metropolitan Borough Council

**People's Pathway: Care & Support Plan Reviews.**

# Adult Services & Wellbeing

How we work together with the people who reach out to us:  
Care and Support Plan Reviews Overarching Process



# Adult Services & Wellbeing

## How we work together with the people who reach out to us : Care and Support Plan Reviews

### Initial Care & Support Plan Review.

An Initial Review occurs 6 to 8 weeks after we have commenced **new** or **increased support** for someone. Unless the new or increased support is inputted 'on duty' and 'in a crisis', the Practitioner undertaking the review should be the one who initiates the new or increased support.



**I have a new package of support, or my existing package has just been increased.**

When a new package of care is arranged, or an existing package of care is increased a review date should be set for 6 -8 weeks after commencement.

The Allocated Practitioner should schedule an appointment with the person, this can be proportionate, and may take place over the phone, an online meeting or face to face in a local place or the person's own home.

Following the review, the review screens are completed with one of the following outcomes:

1. **No Changes to support** – involvement is ended, set for an annual review.
2. **Support no longer required** – end the plan.
3. **Update the support plan** if required. If new services or type of service is commissioned review again in 6 – 8 weeks until no changes are required and can be set for an annual review.
4. **A reassessment** if the person's needs have changed, following this the support plan can be updated, increase the care and support if required, then review again in 6 – 8 weeks or set to annual review if no increase or changes.

# Adult Services & Wellbeing

## How we work together with the people who reach out to us : Care and Support Plan Reviews

### Annual (or sooner if scheduled) Care and Support Plan Review.

An annual review is generated as a task by the system and will appear on the locality team managers dashboard. The team manager is responsible for allocating the annual review task to a member of their team. This is usually a reviewing officer but could also be a Service Co-Ordinator or Social Worker.



Our Client Information System tells us when people are due an Annual Review.

The Team Manager should allocate Review task to a 'Reviewing Officer' to undertake the review.



The Reviewing Officer should contact the person and decide how best the review should be conducted.

This should be proportionate and least intrusive for the person.



**I have an existing Care and Support Plan, I am expecting a Review.**

**Following the review, the review screens are completed with one of the following outcomes:**

- 1. No Changes to support** – involvement is ended, set for an annual review.
- 2. Support no longer required** – end the plan.
- 3. Update the support plan** if required. If new services or type of service is commissioned review again in 6 – 8 weeks until no changes are required and can be set for an annual review.
- 4. A reassessment** if the person's needs have changed, following this the support plan can be updated, increase the care and support if required, then review again in 6 – 8 weeks or set to annual review if no increase or changes.

# Adult Services & Wellbeing

## How we work together with the people who reach out to us : Care and Support Plan Reviews

### Unscheduled or Unplanned Care and Support Plan Review.

Anyone with Care and Support may find that their needs or their circumstances change, this could be an 'urgent' or 'crisis' situation or even more planned and routine, which means their Care and Support plan is no longer meeting their needs or achieving their desired outcomes. These are requested when someone cannot wait for their Annual Review.



Contact Gateway, let them know what is going on.



Gateway will understand what is happening and ensure the right response. If Gateway can deal with the request they will do, or they will ensure the person is connected to the right team or service.

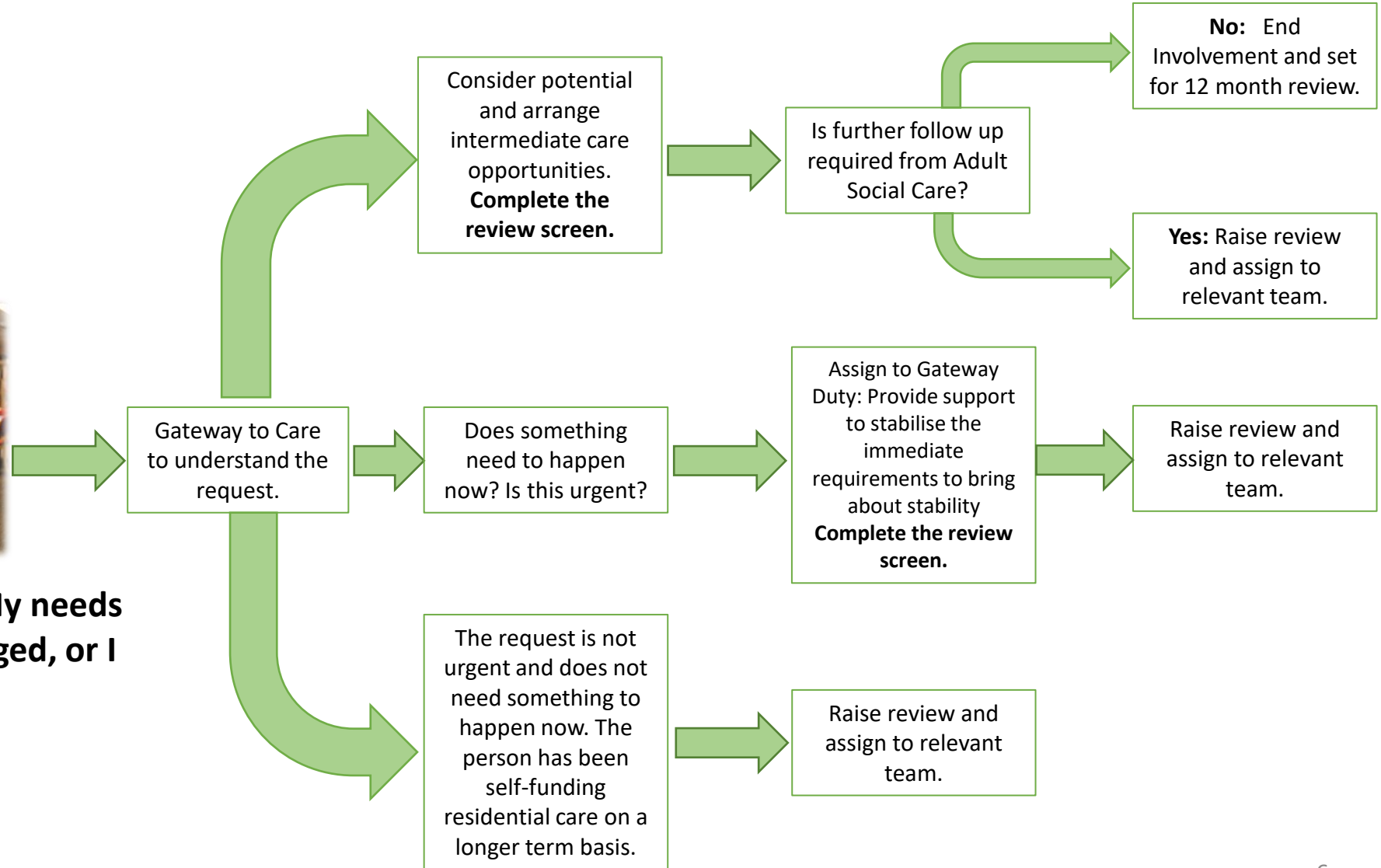
**My plan is no longer working. My needs or my circumstances have changed, or I am in a crisis.**

# Adult Services & Wellbeing

How we work together with the people who reach out to us : Care and Support Plan Reviews



**My plan is no longer working. My needs or my circumstances have changed, or I am in a crisis.**



# Adult Services & Wellbeing

How we work together with the people who reach out to us : Care and Support Plan Reviews

## Why does Adult Services Undertake Care & Support Plan Reviews?



**I am having a review, what can I expect?**

### There are two main types of Care & Support Plan Reviews:

**A Scheduled Review:** These are planned reviews that occur as either **An Initial Review**, which happens 6 – 8 weeks after a new or increased services has commenced, or **An Annual Review** every 12 months thereafter. Depend on the person's circumstance, we could schedule earlier reviews, but these should never exceed 12 months.

**An Unscheduled Review:** These are unplanned, where the person approaches us to say something has happened, maybe the person's needs or circumstances have changed, and this means we need to look at the support plan and whether it still meets needs and outcomes.

### What is the purpose of a review?

1. Reflect on what is working and not working about the Care and Support Plan;
2. Consider what may need to change about the Care and Support Plan;
3. Make sure the plan remains up-to-date;
4. Make sure the plan remains relevant to the person's needs and identify any need for reassessment;
5. Make sure the plan remains relevant to the person's aspirations; and
6. Mitigate the risk of people entering a crisis or safeguarding situation.



# Adult Services & Wellbeing

How we work together with the people who reach out to us : Care and Support Plan Reviews

## What the Care and Support Plan review must establish



## What the Care and Support Plan review must establish

**There are particular broad elements that we must establish when carrying out a Care and Support Plan review;**

1. Have the person's circumstances and/or Care and Support needs changed?
2. What is working in the plan, what is not working, and what might need to change?
3. Have the outcomes identified in the plan been achieved or not?
4. Does the person have new outcomes they want to meet?
5. Could improvements be made to achieve better outcomes?
6. Is the person's personal budget enabling them to meet their needs and the outcomes identified in their plan?
7. Is the current method of managing the personal budget still the best one for what they want to achieve (for example, should a Direct Payment be considered)?
8. Is the personal budget still meeting the sufficiency test?
9. Are there any changes in the person's informal and community support networks which might impact negatively or positively on the plan?
10. Have there been any changes to the person's needs or circumstances which might mean they are at risk of abuse or neglect?
11. Is the person, carer, independent advocate or other person involved satisfied with the plan?

## What is discussed in a review?



# Adult Services & Wellbeing

How we work together with the people who reach out to us : Care and Support Plan Reviews

## Who should be involved in the Care and Support Plan Review?



## Who else is involved in my review?

### Whenever we carry out a review we must involve:

1. The person with Care and Support needs;
2. Anyone else that the person has asked you to involve;
3. Any carer that the person has;
4. The person's representative (when they lack capacity or have substantial difficulty);
5. Where the person lacks capacity, anyone else that the Local Authority deems it would be in the person's best interests to involve.