

About this guide

This guide will explain how you can request a review of the decisions made in relation to your eligibility to receive funded social care, your assessment, and/or your support plan.

If there is anything in this guidance that you do not understand, please speak to your social care worker using the contact details provided at the end of the guide.

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1. What if I don't agree with a decision?

We understand that there may be times when you are not satisfied with a decision made regarding your care and support. If you do not agree with a decision, you can request a reconsideration.

Contact your assigned Social Worker, Social Care Officer or Occupational Therapist by phone, writing, face-to-face or email using the contact details at the end of this guidance and clearly explain which decision(s) you want to be reconsidered.

Your information will be passed to the team manager or assistant team manager who will carefully consider your request. They may contact you for further details but will contact you to discuss their decision or offer a resolution.

If you are still dissatisfied with the manager's response, you'll have the option for a reassessment by a different Social Worker, Social Care Officer, or Occupational Therapist.

The decisions made during the second assessment and/or support plan will be final. Remember, this does not affect your rights to use the Council's complaints procedure if needed.

2. Can someone else request a reconsideration on my behalf?

Requests for reconsideration can be made on your behalf by anyone who:

- is recognised as your representative, for example, a relative, carer, and advocate or someone with Power of Attorney or
- is making a request on your behalf with your consent.

3. What can I ask to be reviewed?

Some examples of the things you may wish to be reviewed are:

- Eligibility – If you don't feel the council's decision about your eligibility or funded social care is right.
- Assessment – if you think your Social Worker, Social Care Officer or Occupational Therapist haven't fully understood and/or reflected your needs, or you feel they haven't really listened to what you have told them.
- Support planning – the level of choice you have about how the outcomes set out in your support plan are met, or that support planned is meeting outcomes agreed.

Contact Details Adult Social Care

Directorate of Adults & Communities
Adult Social Care
Redcar and Cleveland Borough Council
Redcar and Cleveland House
Kirkleatham Street
Redcar
Yorkshire
TS10 1RR

Telephone: 01642 771500

For Adult Social Care email:
AccessAdultsTeam@redcar-cleveland.gov.uk

For general council enquiries
email: contactus@redcar-cleveland.gov.uk

Website: www.redcar-cleveland.gov.uk

Relay UK (for deaf, hard-of-hearing, and speech impaired people)

Office hours: Monday to Thursday: 8.30 am - 5.00 pm and Friday: 8.30 am - 4.30 pm.

If you need help in emergency when our offices are closed, you can contact the Emergency Duty Team: 01642 524552.

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