



This is an easy read guide to

If you do not agree with a decision about your care and support

What is this guide about?



This guide explains:

- what to do if you do not agree with a decision about your care and support
- how to ask for a decision to be looked at again
- who can help you do this

If I do not agree with a decision



You may not agree with a decision.

The decision may be about:

- your care
- your support

You can ask for the decision to be looked at again.

This is called a **review**.

How to ask for a review



You need to contact your:

- Social Worker
- Social Care Officer
- Occupational Therapist

You can contact them by:

- phone
- email
- letter
- arrange to meet them in person





Tell them:

- which decision you do not agree with
- why you are unhappy with the decision

What can be looked at again?



You can ask for a review if:

- you do not agree with the **eligibility** decision
- you feel your needs were not understood
- you feel you were not listened to
- your support plan is not meeting your goals



Eligibility means **you can get help.**

What happens next?



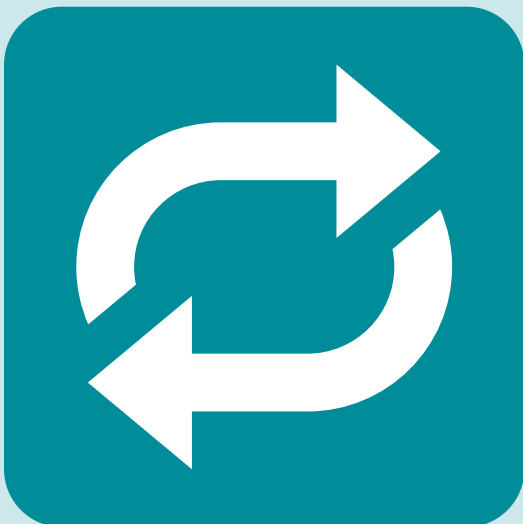
A manager will look at your request.

The manager will:

- check the decision
- contact you if they need more information

The manager will tell you what they decide.

If you are still unhappy



If you are still unhappy, you can ask for:

- a new **conversation record assessment**

A different social care worker will do this assessment.

The new decision will be final.



A **conversation record assessment** is a talk with a social care worker.

It used to be called a needs assessment.

The talk helps the Council understand you.

Can someone help me ask for a review?



Yes. Someone can help you if:

- they are your representative
- or you give them permission

This could be:

- a family member
- a carer
- an **independent advocate**
- someone with **Power of Attorney**



An advocate:

- helps you speak up
- supports you
- acts in your best interests

The Council can arrange this for you.



A Power of Attorney is a **legal document**.

It lets you choose someone you trust to help you make decisions or make decisions for you.

The Attorney must:

- follow your wishes
- act in your best interests

Making a complaint



You can still make a complaint by:

- using the Council's complaints process

Adult Social Care contact details



To find out more about our services, visit our website:

redcar-cleveland.gov.uk



Call:
01642 771500



Email:
contactus@redcar-cleveland.gov.uk



Write to us:
Adult Social Care
Redcar and Cleveland Borough Council,
Seafield House,
Kirkleatham Street, Redcar
TS10 1SP



Who to contact if the office is closed

Call our Emergency Duty Service on
01642 524552

They are open during the night,
weekends and bank holidays to help with
urgent problems for you or your family.