

Adult care reviews

Information for adults in a permanent care-home placement



You can get this leaflet in large print, in Braille or on audio tape by phoning us on 01307 474151. We can provide this information in other languages if you need it.

Call ACCESS Angus 08452 777 778 - your direct line for council services.

R Peat
Director of Social Work and Health

June 2007



SOCIAL WORK and HEALTH

What is an adult care review?

A review is usually a visit or meeting arranged so we can talk to you to make sure the care you receive is meeting your needs and that your views are being taken into account. If you want, your relatives and staff from the care home can also come to the meeting.

Who is the service for?

If you are an adult with learning or physical disabilities, or are an older person (over 65) who is in a permanent care-home placement funded by us, you will receive this service. If you have chosen to live in a care home outwith Angus, we will still review your care needs.

When will you review my care?

Care reviews are carried out at least once a year by a review officer from the review team. However, a review can be done at any other time if you need one. The review officer will contact you, your relative or your carer to arrange your yearly care review when it is due. The review meeting will be held in a place that suits you. This can be at your own care home, or at a day centre if you go to one. If you do not have any friends or family who are able to support you, then as well as a yearly review, your review officer may visit you every three months.

Who will be at the review?

We think it is very important that you are at the review to tell us your views about the care you receive. You can also ask anyone else you want to your review meeting. This can include your family, friends or someone to represent you. The review officer and members of staff from the care home will also be there. If you do not want to go to the review, or you cannot go to it, you can get someone else to go to speak on your behalf.

What can I expect from my review?

At the review, we will discuss your care needs and read through your care plan to make sure those needs are being met. It is important that you give us your views. If you or your representative think you have any needs that are not being met, we will discuss this in greater detail and try to find solutions to address these concerns.

What happens if my needs change?

If you, your relative, your carer, or the care-home staff feel that your needs have changed or they can no longer be met in your current care home, the review officer will organise a meeting to review your needs and your accommodation. You will be fully involved in this process.

How do I contact the review team?

If at any time you or anyone involved in your care want to speak to any member of the review team about your care needs, you are welcome to get in touch.

The review team can be contacted as follows.

Review team

Angus Council
Social Work and Health
Carseview Office
Carseview Road
Forfar
DD8 3BT

Phone: 01307 474671

Fax: 01307 469371

We aim to provide good quality social-work services. If you have a compliment, comment or suggestion to make, we would like to hear from you. You can do this by using a feedback form that is available in all social-work offices or from our website at www.angus.gov.uk. Or, you can phone the ACCESSLine on 08452 777 778.

We understand that sometimes things can go wrong. If we make a mistake or you are not happy with the way we have delivered a service, we would like you to tell us. Our 'What to do if your are not happy with social work services' booklet explains how you can complain and is available in all social-work offices or from any member of social-work staff.