



Fact Sheet

My Review

What you need to know
for a review meeting
from adult social
services



[Lancashire.gov.uk](https://www.lancashire.gov.uk)

My Review



This factsheet can help me to prepare for my review, which will be a conversation to explore what is working well at this time and anything I may need to reconsider/change to promote my health and wellbeing.



I can make reference to this throughout our conversation.



I can make notes at the end so that I remember the important things I wish to discuss and explore.

You can access the information contained in this booklet in British Sign Language (BSL) video format by scanning the QR code using a smartphone or Android device



My Review

This factsheet is to help you get ready for your review. Keep it somewhere safe. You may want to use it during and after your review too. In the printable version, there is space for you to write notes. This is to help you remember things you want to talk about or ask us.

Things you may want to ask us or talk about

To get the most out of your meeting with a social care worker, it is good to be prepared. You could start to think about:

- What you are enjoying about your life
- What is going well
- Any support that is helping you to live your life and how
- Anything that you would like to explore or change
- People around you who could help

Talking to a social care worker

Together, over 30 minutes - 2 hours, we will review how everything has been progressing for you since your assessment or last review and we will review your care plan together. We will explore how you can continue to stay as independent as possible. We will also discuss any further information or advice that may be helpful.

We will talk to you about:

- Your current support including friends and networks
- The outcomes in your care plan and whether these are being met
- What you think is going well and anything that you would like to change

We will agree with you:

- What you might be able to change
- What you will ask your friends and family to do
- Which other organisations either you or we will contact

We will:

- Send you a copy of your review conversation and your care plan

How to contact us:

Adult Social Care

To get more information about adult social care services you can:

Go online: Lancashire.gov.uk and click 'Health and Social Care'

Call: 0300 123 6720 or out of hours 0300 123 6722

Are you worried about somebody?

To get more information about adult social care services you can:

Go online: Lancashire.gov.uk and click 'Health and Social Care' and then 'Safeguarding Adults'.

Call: 0300 123 6720.

Compliments, Complaints or Feedback?

Go online: Please complete the online form from [Lancashire.gov.uk](https://lancashire.gov.uk)

If you prefer you can:

Call: 0300 123 6720.

Email: complaintsandfeedback@lancashire.gov.uk

What if?

What if I need support to express my views and wishes?

We will take time to understand what your communication needs are. We can make use of interpreters, sign language interpreters, picture cards and more!

What if I need further assistance and have no family, or friends to help?

I will be connected to an advocate who can help me to ensure my needs and wishes are heard and challenge any decisions I am unhappy with

How will I know if things are continuing to work well?

I will feel like I matter

I feel that I have been listened to

I will have coordinated care and support where everyone works well together with me

I will have care and support which values me as a unique person full of skills, strengths and goals

I will be supported close to where I live to retain positive relationships

To make the most of our time together, it is helpful to be prepared in your thoughts about how you would like things to be in your future.
