

My Review Conversation – What to think about before your review

What is the Care Act?

The Care Act is a law that Adult Social Care work within to ensure the wellbeing of people in need of care and support services. There is an eligibility criteria in the Care Act, which Adult Social Care will use to talk about your current circumstances. It also aims to bring about the personalisation of care and support services, putting the person at the centre of the assessment process.

What should I expect from my review?

We will talk to you, and with your permission your family, friends, carer or advocate, and/or any other professionals supporting you about the things that are working well for you, and how they are supporting/working with you.

Focusing on the things that are working well for you, your situation and how you are managing everyday activities.

We want to know the difference the support is having on your life and the impact on your independence.

This will help us to understand all the strengths that you have in your life, what you are able to do and what support you may need to regain, or develop skills, to continue, or begin, to live as independently as possible. Your thoughts and views, and those of people important to you, will be captured as part of this conversation.

This form is designed to support you to think about the conversation we will have together and who you could include as part of this conversation.

We will speak to you **before** we speak to whoever is delivering your support, this will give you the chance to let us know how you feel about your support.

Our Adult Social Care Charter

We have developed our Adult Social Care Charter with experts by experience who use or have used Adult Social Care. There are 5 key commitments that all our staff pledge when working with people.



Our Adult Social Care Charter



<p>We will always promote independence.</p> 	<p>We will listen with empathy and understanding.</p> 	<p>You will know who to contact and we will always get back to you.</p> 	<p>Our conversations will be honest and personal to you. We won't just tick boxes.</p> 	<p>We will respect your decisions and be honest and open.</p> 
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Consent to Information Sharing

Telford & Wrekin Council Adult Social Care are collecting your personal data to enable the best possible advice, care or support to be provided and to meet the statutory requirements under the Care Act 2014, wider legislation and the Data Protection Act (DPA) 2018.

Telford & Wrekin Council will not share any of your personal data collected with external organisations unless required/permitted to do so by law. However, there may be occasions where we request further information from key third party organisations such as Health or Provider organisations. For further details on the council's privacy arrangements please view the privacy page on the council's webpage: <http://www.telford.gov.uk/terms>

Jargon

There is a lot of 'jargon' in Health and Social Care and we do our best not to use it. If you do come across any 'jargon' Think Local Act Personal have a useful 'jargon buster' available on their website online here:

<https://www.thinklocalactpersonal.org.uk/Browse/Informationandadvice/CareandSupport/JargonBuster/> or just ask the person having the conversation with you.

Your conversation with us

At the start of the Care Act review we will ask you to confirm your personal details like name, address and contact information and will ask for your National Health Service (NHS) Number and National Insurance Number.

You will need to tell us if your financial circumstances have changed as this may affect your client contribution towards your care.

Together we will talk about your daily life and if anyone else helps you with things like:

- Managing your home, including getting your shopping, paying bills and your housework
- How you get around the inside and outside of your home
- Supporting yourself with personal care and support, including your personal hygiene
- If you support another person such as a child, parent or partner the impact this has on you
- Getting out and about in your community
- Relationships with the people important to you

Thinking about the list above try to think about what an average day is like for you and how does your care and support you receive help you? Please make some notes in the space below:

Morning	
Afternoon	
Evening	
Night	

Please think about the difference your support makes to you in your life – what is the impact of it on you and those around you?

Please pick the answer that most applies to how you feel –

My care and support has improved my life

- **Strongly Agree**
- **Agree**
- **Neither agree or disagree**
- **Disagree**
- **Strongly Disagree**
- **Don't Know**

Next you will see a list of specific questions we will ask. We have left some space for you to make some notes:

What is most important to you now – is your current care and support helping you to do this?

What personal support could you build on to achieve what's important to you? Your personal strengths and skills, people you know such as family and friends, people in your community.

What do you want to achieve in the next 12 months – how can your personal support as described above and your care and support help to achieve this?

**What is not working for you at the moment? What are you worried about?
Does your support need to change?**

**What equipment you have purchased, technology that you have used, and/or
people who have supported you in the past 12 months? Has this worked to
support you – can we look at changing or enhancing this?**

Please share with your allocated worker we will keep a copy on your electronic record.