

# Oxfordshire County Council Policy for Assessment and Reviews in Adult Social Care

## Purpose

1. This policy outlines what the council will do to ensure that people who may have care and support needs are able to access an assessment of their needs and review of their support plan (if they have one) in Oxfordshire.
2. This policy applies to adults and carers regardless of the level of their need and financial resources.
3. This policy applies to young carers, young people who may have social care needs when they become an adult and young people's carers who are likely to have needs for support after the young person becomes 18 regardless of the level of their need and financial resources.
4. This policy is based on relevant Government legislation and guidance including:
  - the Care Act 2014, associated regulations and statutory guidance (which have replaced most of the previous legislation on assessment and eligibility including National Health Service and Community Care Act 1990 and Fair Access to Care Services: Guidance on eligibility criteria for adult social care);
  - the Mental Capacity Act 2005;
  - the Mental Health Acts 1983 and 2007;
  - the Children and Families Act 2014.
5. This policy should be read in conjunction with other county council policies and associated guidance. This includes other adult social care policies and children's social care policies where applicable **(insert link when available)**.
6. It should also be read in conjunction with partners' policies where applicable. Examples include health commissioning and provider partners' policies and guidance, including on NHS Continuing Healthcare and mental health services.

## Context

7. Oxfordshire County Council aims to support and promote strong communities so that people live their lives as successfully, independently and safely as possible. The council aims to provide independence and choice, be fair and equitable and give individuals more power and control over their lives.
8. Assessment is an opportunity that can help people to understand their situation and the needs they have, their strengths and capabilities, what is available in the community to support them, how to reduce or delay needs from escalating and how to access support if they require.

9. The assessment will include an assessment of the needs for care and support the person may have, the outcomes that they want to achieve in day-to-day life and how the provision of care and support could contribute to the achievement of those outcomes and promote their wellbeing.
10. The council will ensure that the person's wellbeing is considered throughout the assessment and review processes. Wellbeing relates to any of the following
  - a. personal dignity (including treatment of the person with respect);
  - b. physical and mental health and emotional well-being;
  - c. protection from abuse and neglect;
  - d. control by the person over day-to-day life (including over care and support provided and the way it is provided);
  - e. participation in work, education, training or recreation;
  - f. social and economic well-being;
  - g. domestic, family and personal relationships;
  - h. suitability of living accommodation;
  - i. the person's contribution to society.
11. The council's guiding principle is that people themselves, regardless of age or ability, are best placed to determine what help they need.

## Policy Principles

12. Where the council exercises its duty to assess, the following principles will be applied:
  - **The council will ensure that people, regardless of the level of their needs and their financial situation, have access to an assessment.**
  - **Assessment is a person-centred process that will provide a picture of the person's needs, strengths, preferences and outcomes that they wish to achieve to maintain or improve their wellbeing.**
  - **Assessment process starts with the first contact with the council and will be appropriate and proportional to the person's circumstances and needs.**
  - **The council will identify all needs presented before considering eligibility for the council's support and services that can help to meet those needs.**
  - **The council will decide whether the person's needs meet the eligibility criteria on the basis of the assessment.**
  - **The council will signpost people to organisations and opportunities to find support where appropriate.**

- **The council will share with the person the options available including those that they can follow through themselves.**
- **The council will provide people with information and advice suitable to their needs as a part of the assessment process.**
- **The council will consider providing or arranging interventions such as equipment, minor adaptations to their home and assistive technology as a part of the assessment process.**
- **The council will keep support plans under review.**

### **Transparency**

13. The way in which the council carries out assessments and reviews, and determines what support people are eligible to receive from the council will be as simple and transparent as possible.
14. The council will make clear the appeals process for when agreement cannot be reached on the final assessment and the council's eligibility decision in its Appeals, Complaints and Compliments Policy.
15. The council will make clear the complaints process, where the person, their families, friends and others can raise concerns about the assessment and review processes or any other aspect of receiving care and support from the council. This is covered by the Appeals, Complaints and Compliments Policy and associated guidance.

### **Information and Advice**

16. The council will ensure clear, comprehensive and wide-ranging information and advice on care and support is available in a range of formats to empower people to make informed choices.
17. The council will ensure people have access to independent financial information and advice relating to care and support to help them plan, prepare and pay for their care costs.

### **Fairness and Equity**

18. A single policy for assessment and reviews ensures people are treated fairly and equitably. This policy applies to all adults, carers, young people in transition and their carers as well as young carers in transition regardless of their circumstances.
19. This policy applies irrespective of a person's ability to pay. Whether a person needs to make financial contribution towards meeting their needs will be

determined via a financial assessment in accordance with the council's Contributions Policy.

20. People whose financial resources are above the financial threshold that determines that they will pay for all their care and support will not be excluded from the assessment process if the council becomes aware of this information.
21. Carers are entitled to request an assessment regardless of whether the person they care for has eligible needs, their circumstances, and the level of their needs or financial resources.
22. Eligibility for the council's support will be determined by the National Eligibility Criteria set out through the Care Act 2014 and detailed in the council's Guidance.
23. Where people require support to be involved in the assessment and review processes and they are not able to arrange appropriate support themselves through family, friends or others involved, the council will arrange an independent advocate.

### **Choice and Control**

24. The vision for adult social care in Oxfordshire is to enhance people's choice and control over their lives, as the council believes that people themselves are best placed to determine the care and support they need.
25. The council will provide people with information about the assessment process and the National Eligibility Criteria to help them decide whether they want an assessment from the council.
26. The council will ensure people are at the centre of assessment and reviews, and are supported to take as much control as they are able and willing to do.
27. A number of different assessment options will be available for people, including supported self-assessment, telephone assessments and face-to-face assessments according to the person's needs, preferences and circumstances.

### **Partnership**

28. The council will work closely with its partners and providers who also have responsibilities for assessing needs (such as people with mental health conditions). The council will aim to reduce duplication and to prevent the person having to undergo a number of assessments at different times. This may include sharing personal information where the person consents.
29. Where a person has both health and care and support needs, the council and the health partners will work together to deliver a coordinated approach taking into account all aspects of a person's life.

30. The council will ensure that adult's and children's services work together to deliver an effective transition process that will prevent young people and families from attending multiple assessments, and maximise positive outcomes.

### **Promoting prevention, early intervention and independence**

31. The council will ensure there is a wide range of services available to everyone irrespective of their eligibility for the council's support to encourage and enable independence and prevent needs from escalating.
32. The council will consider intermediate care services, such as reablement, as a part of the assessment process with the aim of preventing or deferring the need for more intensive social care services.
33. As part of the assessment process, the council will also consider and discuss with people early intervention options, such as providing equipment, minor adaptations to their home and assistive technology, which can delay needs from progressing and promote independence
34. The assessment process and the determination of eligibility for on-going care and support will continue following intermediate care and early interventions to determine whether the person gains independence or requires more intensive options.
35. People's care and support will be kept under review to ensure their plans continue to meet their assessed needs, enable them to work towards their outcomes, maximise independence and promote wellbeing.

### **Policy Inclusions**

36. This policy applies to adults, carers, young people and young carers likely to have needs for care and support after becoming 18 and young person's carers who are likely to have needs for care and support after the young person becomes 18.
37. This policy applies regardless of the level of people's need and financial resources. It also applies to all settings, including prisons.
38. The council will not exclude people from assessment or review on the basis of ordinary residency. A person is usually 'ordinarily resident' where they live; more detail is available in the associated guidance.
39. The council will offer a new carer's assessment in accordance with this policy to those who present themselves to the council.
40. Eligibility to receive services from adult social care is determined following the assessment which is then followed by an eligibility decision using national eligibility criteria and the council's eligibility guidance.

41. Reviews of care and support will be carried out in accordance with the 'Review of Support Plans' section of this policy.

## **Policy Exclusions**

42. Where a person has received an assessment under the previous legislation the council will not undertake a new assessment unless the council becomes aware that the person's needs have changed or the person requests a new assessment.
43. This policy does not apply to people who decide not to take part in the Council's assessment and review processes (see decision not to take part in assessment and review section).

## **Decision not to take part in assessment or a review**

44. The council considers that people themselves are best placed to make decisions about their care and support, including whether or not to accept help from the council in assessing or reviewing their needs.
45. Where a mental capacity assessment concludes that the person lacks capacity to make the decision not to take part and there is no substitute decision maker, a best interests process will be carried out in accordance with the Mental Capacity Act (see associated guidance). This process ensures that the best interests of the person are taken into consideration, including their views on whether or not to accept help from the council in assessing their needs. If the outcome of the best interests process is that it is in the person's best interests for the council to carry out an assessment, this policy will apply.
46. If the person does have capacity but they appear to have care and support needs which if not met will leave them or others exposed to high levels of risk, a multi-agency risk assessment will be carried out to determine the level of risk and to decide what action (if any) should be taken to reduce this. This is covered in the associated guidance.

## **Mental Capacity**

47. In line with the principles set out in the Mental Capacity Act, the council will assume that people have mental capacity and can make decisions for themselves unless it is established otherwise.
48. The council will facilitate the person's involvement and supported decision making throughout the assessment and review processes as much as possible. This will be the case whether they have mental capacity or not, in line with the principles set out in the Mental Capacity Act.
49. If the council reasonably believes a person may lack capacity to make a decision in the assessment or review process, it will carry out a capacity

assessment in relation to the specific decision to be made. This and the following steps are covered in the associated mental capacity guidance.

50. If a person has been assessed as lacking capacity to make a decision in relation to an assessment or a review, the council will determine if there is an appropriate substitute decision maker. This will usually be someone who holds Lasting Power of Attorney for Health and Welfare.
51. If a person has been assessed as lacking capacity to make a decision and there is not an appropriate substitute decision maker, the council will follow the best interests process set out in the Mental Capacity Act to reach the decision. This will include consulting interested family and friends to obtain their views.

### **Independent Advocacy**

52. For people who have mental capacity to make decisions but experience substantial difficulty in understanding the information provided; retaining the information; using or weighing up the information as part of the process of being involved; or communicating the person's views, wishes or feelings, the council will consider whether a friend, family member or others can facilitate the person's involvement and who would be the best person to do so.
53. Where there is no such person to represent and support the person, or there is a reason for not involving them in the assessment and review processes (such as safeguarding or a family dispute), the council will arrange an independent advocate to support their involvement.
54. People themselves, carers or family members can request support from an independent advocate.

### **Safeguarding**

55. In cases where the person (including carers) chooses not to have an assessment but the council identifies that the person is experiencing, or is at risk of experiencing, abuse or neglect, the council will carry out an assessment.
56. When carrying out an assessment, if the council suspects that the person is at risk of abuse or neglect then, a safeguarding enquiry will be carried out (see Safeguarding Policy and accompanying procedures for details).
57. Where appropriate, the assessment process will run parallel to the safeguarding enquiry and the safeguarding enquiry will not disrupt the assessment process.

### **Assessment Policy**

58. The council will offer a needs assessment for any person who appears to have any level of needs for care and support, regardless of the council's view of the

level of the person's needs for care and support, or the level of their financial resources.

59. People who currently (or are likely) to fund their own care and/or those whose needs are likely to fall below the national eligibility criteria for receiving care and support from the council are still entitled to an assessment of their needs.
60. The assessment will identify
  - a. the care and support needs of the person,
  - b. the impact of the person's needs for care and support on their wellbeing,
  - c. the outcomes that they wish to achieve in their day-to-day life,
  - d. whether those needs are eligible for care and support from the council,
  - e. whether, and if so to what extent, the provision of care and support could contribute to the achievement of those outcomes.
61. Wherever people express a need, or any challenges and difficulties they face because of their condition(s), the council will establish the impact of this on their desired outcomes and wider wellbeing.
62. The assessment will provide a picture of the person's needs before considering
  - a. any support being provided by a carer;
  - b. the person's eligibility for care and support; and
  - c. types of care and support, services or other options available at the time of assessment that can help to meet those needs.
63. While undertaking the assessments, the council will also consider
  - a. whether, and if so to what extent, matters other than the provision of care and support (such as employment) could contribute to the achievement of the outcomes that the person wishes to achieve in day-to-day life;
  - b. whether the person would benefit from the provision of services that will prevent needs from escalating, such as information and advice, or services available in the community;
  - c. the person's own strengths, capabilities and interests.
64. In carrying out an assessment, the council will involve
  - a. the person,
  - b. any carer(s) that the person has, as defined in paragraph 66 as agreed by the person,
  - c. the young person's carers (including parents) in carrying out a transition assessment, and
  - d. any other person whom the person requests (such as family members, friends, health professionals such as their GP), or
  - e. where the person lacks capacity to request, any person who appears to the council to have an interest in the person's welfare (such as family members, friends, health professionals such as their GP).
65. People will receive an assessment that is appropriate and proportionate to their needs.



66. The council will ensure people are able to be involved and take an active part as far as possible in the assessment process to be able to reflect their preferences, and the overall extent and fluctuation of their needs.
67. In order to facilitate people's involvement as much as possible, information about the assessment process will be provided in an accessible format (online, offline, easy-read, etc). This will be prior to the assessment wherever practicable.
68. During the assessment the council will take a coordinated approach taking into account all aspects of a person's life and identify how the person's needs impact on family members. The council will offer a child's, young carer's, carer's or adult's needs assessment if required. The council will also consider whether or not the provision of any information and advice would be beneficial to those people they have identified.
69. People will be given a written record of their assessment. A copy can be provided to anybody else that the person requests. Where an independent advocate, independent mental capacity advocate or independent mental health advocate is involved in supporting the person, the council will keep the advocate informed so that they can support the person to understand the outcome of the assessment and its implications.
70. After the assessment, the council will evaluate the person's needs to decide whether these meet the National Eligibility Criteria for local authority support.
71. Financial assessment will normally be conducted after the needs assessment. In cases where financial assessment runs parallel to or before the needs assessment, it will not influence the assessment of needs.
72. Using a whole family approach to assessment, the council will identify children and young people involved in providing care (while carrying out an assessment, informed through family members or a school, or otherwise). The council will then offer a needs assessment for the adult requiring care and support. It will also offer a young carer's needs assessment or a child and family assessment as required by the Children and Families Act 2014.

### **Carer's Assessment**

73. A "carer" is somebody who provides necessary support or who looks after a family member, partner, friend or a neighbour who needs help because of their age, physical or mental illness, or disability and not as paid or voluntary work.
74. A "young carer" is a person under 18 who provides or intends to provide care for an adult or a child and not as paid or voluntary work.
75. Where the council becomes aware that a young person or a child is involved in care, it will offer an assessment for the adult requiring care and support using a whole family approach.

76. The council will decide whether the child or young person should be referred for a young carer's needs assessment or a child's needs assessment under the Children and Families Act 2014 to identify the impact of caring on the child's health, emotional and physical wellbeing, welfare, education and development. The assessment will also examine whether any of the caring responsibilities are inappropriate (such as personal care, lifting, administering medication, maintaining the family budget, emotional support to the adult).
77. Where it appears to the council that a carer may have needs for support (whether currently or in the future), the council will carry out a carer's assessment to understand
  - a. whether the carer has needs for support (or is likely to have in the future), and
  - b. if the carer does, what those needs are (or are likely to be in the future).
78. The council will ensure carers access to a carer's assessment regardless of the level of their needs and financial resources.
79. The carer's assessment will establish the carer's needs for support and the sustainability of the caring role, which relates to a consideration of whether the carer is able and willing, and likely to continue to be, to provide care. (Where necessary, sustainability may be discussed in a separate conversation with the carer).
80. A carer's assessment will include an assessment of
  - a. whether the carer is able, and is likely to continue to be able, to provide care for the adult needing care,
  - b. whether the carer is willing, and is likely to continue to be willing, to do so,
  - c. the impact of the carer's needs for support on their wellbeing,
  - d. the outcomes that the carer wishes to achieve in day-to-day life, and
  - e. whether, and if so to what extent, the provision of support could contribute to the achievement of those outcomes.
81. The carer's assessment will consider the carer's activities beyond their caring responsibilities and the impact of caring upon those activities. In particular, the council will consider whether the carer works, participates in education, training or recreation, or wishes to do so.
82. In carrying out a carer's assessment, the council will involve the carer and any person whom the carer asks the council to involve.
83. The council will also consider
  - a. whether, and if so to what extent, matters other than the provision of support could contribute to the achievement of the outcomes that the carer wishes to achieve in day-to-day life, and
  - b. whether the carer would benefit from the provision of preventative services, information and advice or any opportunities which might be available in the community.

84. The council will consider whether any relative or other person who is involved in caring for the person would benefit from the provision of information and advice and signpost them to services available in the community.

### **Transition Assessments**

85. The council will ensure that transition arrangements are in place to support a young person who may have social care needs when they become an adult and their family to plan for adulthood.
86. The council will ensure that transition assessments are based around the young people's needs, strengths, preferences and the outcomes that they wish to achieve to maintain or improve their wellbeing.
87. The assessment will consider steps which will enable young people to take part in adult life, such as: further education, paid employment, independent living, and leading an active life within the community. This applies to both young people with care and support needs and to young carers.
88. The council will carry out transition assessments for
  - a. young people who may have social care needs when they become an adult,
  - b. young carers who are likely to have care and support needs when they become an adult, and
  - c. adult carers (including parents) of young people in approaching to adulthood.
89. Transition assessments apply to these people irrespective of whether they are already receiving children's services from the council.
90. The transition assessment will take place when there is a significant benefit to the person in doing so, and if they are likely to have needs for care and support after the young person turns 18 (or 25 if they are in education).
91. For young people with special educational needs who have an Education, Health and Care plan, the council will include provision to assist in preparing for adulthood in the Education, Health and Care plan review from Year 9.
92. For young people without Education, Health and Care Plans, conversation about preparation for adulthood will start at the right time for them depending on their circumstances and will be complete in time for any support plan to be in place by age 17.5.
93. For children and young people who are looked after by the council and are leaving care, transition assessment will be carried out as a part of the Pathway Planning process.
94. All transition assessments will include

- a. current needs for care and support and their impact on the person's wellbeing,
  - b. whether the young person is likely to have social care needs after becoming 18,
  - c. whether the carer (including parents) of the young person in transition is likely to have needs for care and support after the young person becomes 18,
  - d. If so, what these needs are likely to be and which of them are likely to be eligible for the council's support,
  - e. the outcomes that the person wants to achieve in day-to-day life,
  - f. whether, and if so to what extent, the provision of care and support could contribute to the achievement of those outcomes.
95. A transition assessment for adult carers (including parents) of a young person in transition to adulthood will also specifically consider whether the carer
- a. is able to provide care for the young person and is likely to continue to be able to do so after the young person becomes 18,
  - b. is willing to provide care for the young person and is likely to continue to be willing to do so after the young person becomes 18,
  - c. works or wants to work after the young person becomes 18,
  - d. participates or wants to participate in education, training or recreation after the young person becomes 18.
96. Transition assessments for young carers will specifically consider whether the young carer
- a. is able to provide care and is likely to be able to do so after becoming 18,
  - b. is willing to provide care and is likely to be willing to do so after becoming 18,
  - c. works or wants to work after becoming 18,
  - d. participates in education, training or recreation, or wants to participate after becoming 18.
97. Having carried out a transition assessment, the council will give the person
- a. an indication as to whether any of the needs for care and support which the young person is likely to have after becoming 18 are likely to meet the eligibility criteria and, if so, which ones,
  - b. advice and information about what can be done to meet, reduce, prevent or delay the needs which the young person is likely to have after becoming 18.

### **First Contact with the Council**

98. The first contact with the council where the council becomes aware that the person may have social care needs triggers the duty to assess.
99. The first contact with the council can be in many ways including
- a. Contacting the council (by phone, e-mail, fax, post etc)
  - b. Referral by a third party (a friend, relative, neighbour etc)

- c. Referral by a social worker or health professional (a doctor or a nurse)
  - d. A hospital discharge
  - e. Discharge from reablement or rehabilitation
  - f. The council becoming aware that the person may have care and support needs in some other way
100. At the first contact, the council will provide people with the option of self-assessment and encourage those who are willing and able to do so to assess their needs themselves using the council's online or offline self-assessment tools.
101. Where a person with urgent needs approaches or is referred to the council, the council will seek to provide an immediate response to meet the person's care and support needs in accordance with the support planning policy without having completed a needs assessment. Where necessary, assessment and eligibility determination will follow this initial response.
102. The council will ensure that the staff involved in the first contact are appropriately trained and have access to qualified professionals.
103. At the first contact, the council will consider whether the person experiences substantial difficulty in any of these four areas: understanding the information provided; retaining the information; using or weighing up the information as part of the process of being involved; and communicating their views, wishes or feelings.
104. Where a person has substantial difficulty in any of these four areas, the council will ask a family member, a friend or somebody who knows the person to support the person in the assessment process.
105. Where there is no one thought to be appropriate for this role – either because there is no family member or friend willing and available, or if the person does not want them to be a part of the assessment – the council will arrange an independent advocate.
106. Where appropriate, the council will provide information and advice, refer the person to intermediate care services and signpost where to access preventative services such as equipment, adaptations or use of assistive technology appropriate to the person's circumstances.

### **Combining assessments**

107. The council may combine assessments with a carer and the person they care for where both agree and the consent condition<sup>1</sup> is met in relation to a child to capture interrelated needs.

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<sup>1</sup> The consent condition is met if the child has capacity or is competent to agree, and if the council is satisfied that combining assessments would be in the child's best interests.

108. If either of the people concerned do not agree to a combined assessment, or if there is a safeguarding concern effecting assessment being done jointly, then the assessments will be carried out separately.
109. Where assessments are combined, the council will consider all of the adult's needs regardless of any support being provided by the carer and care provided by the carer will not influence the eligibility determination.

### **Fluctuating needs**

110. In cases where a person's needs fluctuate, the council will consider the circumstances over a period of time appropriate to the person's circumstances. The council may consult the carer and other professionals to establish an accurate indication of the level of needs. The period will be decided on an individual basis and in consultation with the person, any carer and others as appropriate.

### **Training, expertise and consultation**

111. The council will ensure that any person carrying out an assessment or a review has the skills, knowledge and competence to carry out the assessment in question and has received suitable, up-to-date training in the carrying out of assessments.
112. Assessors will have the skills and knowledge to carry out an assessment when the person has specific conditions (such as autism, learning disabilities, mental health problems or dementia). Where they do not have this knowledge, they will consult someone who has expertise (through training or experience) or experience of the condition.
113. Training and expertise requirements do not apply to someone who is carrying out a self-assessment. The council may offer training and support for self-assessment.

### **NHS Continuing Healthcare**

114. Where it appears that a person may be eligible for NHS Continuing Healthcare, the council will notify the relevant Clinical Commissioning Group for the area that the person lives in.
115. The council will work jointly with NHS staff throughout the NHS Continuing Healthcare eligibility process wherever practicable and be informed of the outcome of NHS Continuing Healthcare eligibility.
116. If the person is not eligible for NHS Continuing Healthcare, the council will undertake or continue to undertake a new needs assessment. However, the council will not arrange services that are the responsibility of the NHS except those agreed in the shared care protocols.

117. The council may provide or arrange healthcare services where they are simply incidental or ancillary to doing something else to meet needs for care and support.
118. People may require care and support provided by the council and/or services arranged by Clinical Commissioning Groups. The council and Clinical Commissioning Groups will ensure that the assessment of eligibility for care and support and continuing healthcare respectively take place in a timely and consistent manner.
119. Where it appears that a young person after becoming 18 may be eligible for NHS Continuing Healthcare, the council will refer the young person to the relevant body accordingly.
120. For further information about NHS Continuing Healthcare, please refer to guidance.

### **Assessment for people who are deafblind**

121. A person is regarded as deafblind if they have combined sight and hearing impairment which cause difficulties with communication, access to information, or mobility. This includes people with progressive sight and hearing loss.
122. The council will ensure that assessment of people who are deafblind will be carried out by a person who has specific training and expertise.

### **Eligibility**

123. Eligibility to receive services from adult social care is determined through an assessment process in accordance with this policy which is then followed by an eligibility decision using the national eligibility criteria.
124. The council will comply with the national eligibility criteria as set out in the Care Act 2014 and the Eligibility Regulations 2014 that sets a minimum threshold for adults and carers (see Eligibility Guidance).
125. Carers can be eligible for support whether or not the adult who they care for has eligible needs.

### **Eligibility Decision**

126. The eligibility determination will be made on the basis of an assessment and will not take place until the assessment has been completed, except in cases where the council is meeting urgent needs.

127. Once an eligibility determination has been made on the basis of an assessment, the council will determine whether it will meet the person's non-eligible needs.
128. If the person has eligible needs, the council will establish whether the person is ordinarily resident in Oxfordshire, agree with the person whether the person wants to have those needs met by the council and start considering options to meet the needs.
129. The council is only required to meet the eligible needs of an adult who is ordinarily resident in Oxfordshire, and of a carer if the person they care for is ordinarily resident in Oxfordshire.
130. The council will provide the person with a written record of the eligibility determination and the reasons for it.
131. Where the council determines that the person does not have any eligible needs it will provide information and advice about what is available in the community and what can be done to meet or reduce the needs or to prevent or delay the development of needs. The council will also advise that they can contact the council if their situation changes.
132. Having carried out a transition assessment for a young person under 18, the council will give the person an indication as to whether any of the needs the young person is likely to have after becoming 18 (themselves or their carer) are likely to meet the eligibility criteria and if so, which ones.
133. The eligibility decision will be shared with the young person's or young carer's parents if the young person or the young carer agrees. If the young person does not have capacity or competency to agree, the information will be shared in their best interests in accordance with the Mental Capacity Act.

## **Review of Support Plans**

134. Anyone whose needs are being met through the council will have a support plan that sets out how these needs will be met (see Support Planning Policy).
135. The council will keep support plans under review generally to ensure that they are up to date, relevant to the person's needs, outcomes and the impact of their needs on their wellbeing.
136. The review process will be person-centred and outcomes focused, as well as accessible and proportionate to the needs to be met.
137. The review can be done in a number of ways including self-review, peer led review, reviews conducted over the phone, or face-to-face reviews with a social worker or other relevant professional.



138. The review will involve the person to whom the plan relates, their carer(s) and any person whom the person asks the council to involve or, where the person lacks capacity, any person who appears to the council to be interested in the person's welfare.
139. The council may authorise others to conduct a review. This could include the person themselves, their carer, a third party (such as a provider) or another professional. The council will retain responsibility; have oversight and final sign off.
140. Where the review identifies that the person's needs have changed and the existing support plan does not meet the needs, a reassessment will take place. Reassessment will be carried out in accordance with the principles and processes set out in this policy and will pick up from what is already known about the person. The support plan and the personal budget will be revised accordingly.
141. Where a change to a support plan is required but there has been no change in the levels of need, the council will respond in a proportionate and reasonable way and modify the plan and the budget.
142. Support plans can only be revised following a review.

#### **Timeline for reviewing support plans**

143. Support plans will usually first be reviewed 4-6 weeks after the start of services, or after direct payment arrangements have been put in place (where relevant).
144. The council (or others defined in paragraph 139) will review support plans at least every 12 months. The date of the review will depend on the circumstances and the risks identified and will be agreed with the person and recorded in the plan during the support planning process.
145. The council will review ongoing direct payments within the first six months of making the first payment and at least every 12 months.
146. The council will combine the annual review of a direct payment with the planned review of the support plan where appropriate.
147. In addition to the initial and regular reviews, the council will conduct a review where
  - a. there is any information or evidence that suggests that circumstances have changed in a way that may affect the efficacy, appropriateness or content of the plan; or
  - b. the person receiving the care or others supporting them or interested in their wellbeing request a review.

148. The review will not be used as a mechanism to reduce the level of a person's personal budget, unless it is required following a reassessment of needs.
149. The review section should be read in conjunction with the council's support planning policy for adult social care.

### **Monitoring and Review**

150. The council will have procedures in place for monitoring assessment and review processes, to ensure they are consistent with this policy and associated guidance.
151. The policy will be reviewed annually. This will take into account learning from complaints, compliments and concerns, including from people who use the council's services.

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