



My Carer Assessment or Review

What you need to know for a Carer assessment or review meeting with adult social care





Preparing for Your Carer Assessment or Review

This booklet is to help you get ready for your carers assessment. Keep it somewhere safe. You may want to use it during and after your assessment too. We also include space at the end 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. Start thinking about how you would like things to be in the future. You could think about:

- What you want life to be like
- How your life used to be and what you would like to be able to do again
- What you are finding difficult to manage
- Anything you feel would help you
- What things you enjoy doing

Talking to a social care worker

We may talk to you over the phone or arrange to visit you.

We will discuss how we can help you to promote your health and wellbeing and the best way to get any information, advice and support you need.

We will listen and help you to create your plan including:

- How your friends and family, networks, local community and charities can help
- Which organisations either you or we will contact
- Your wishes around your caring role and access to work, education or leisure
- Any support we could provide

We will check back to ensure your plan is working well for you

If your meeting is for a review, we will also talk to you about the outcomes in your carer support plan and whether these are being met. We will want to know what you think is going well and if there is anything you would like to change. We will always send you a copy of your assessment and support plan.

If you need help to participate in the meeting, you can have a family member or friend with you. If no one is available, let us know, and we will arrange for someone to assist you. We will ensure you have access to an advocate who can help you during the assessment to say what care and support you need. You can find out more about Advocacy Services by visiting www.voiceability.org/

We will also consider any necessary adjustments to support your participation, whether the assessment is in person or over the phone. This might include providing support with communication, such as offering documents in alternative formats (e.g., large print) or arranging interpreters to overcome language barriers.

Assessing Carer Eligibility Under the Care Act 2014

Under the Care Act 2014, we assess your care and support needs based on national eligibility criteria. This involves determining if your needs arise from your role as a carer. If these needs prevent you from achieving certain outcomes, and if this has a significant impact on your wellbeing.

If you are not eligible, we will provide you with information and advice to help you think about other ways to meet your needs. If you do not agree with the assessment, you have the right to complain.

If you are eligible, we will work together to help you to identify your goals and develop a plan to achieve them.



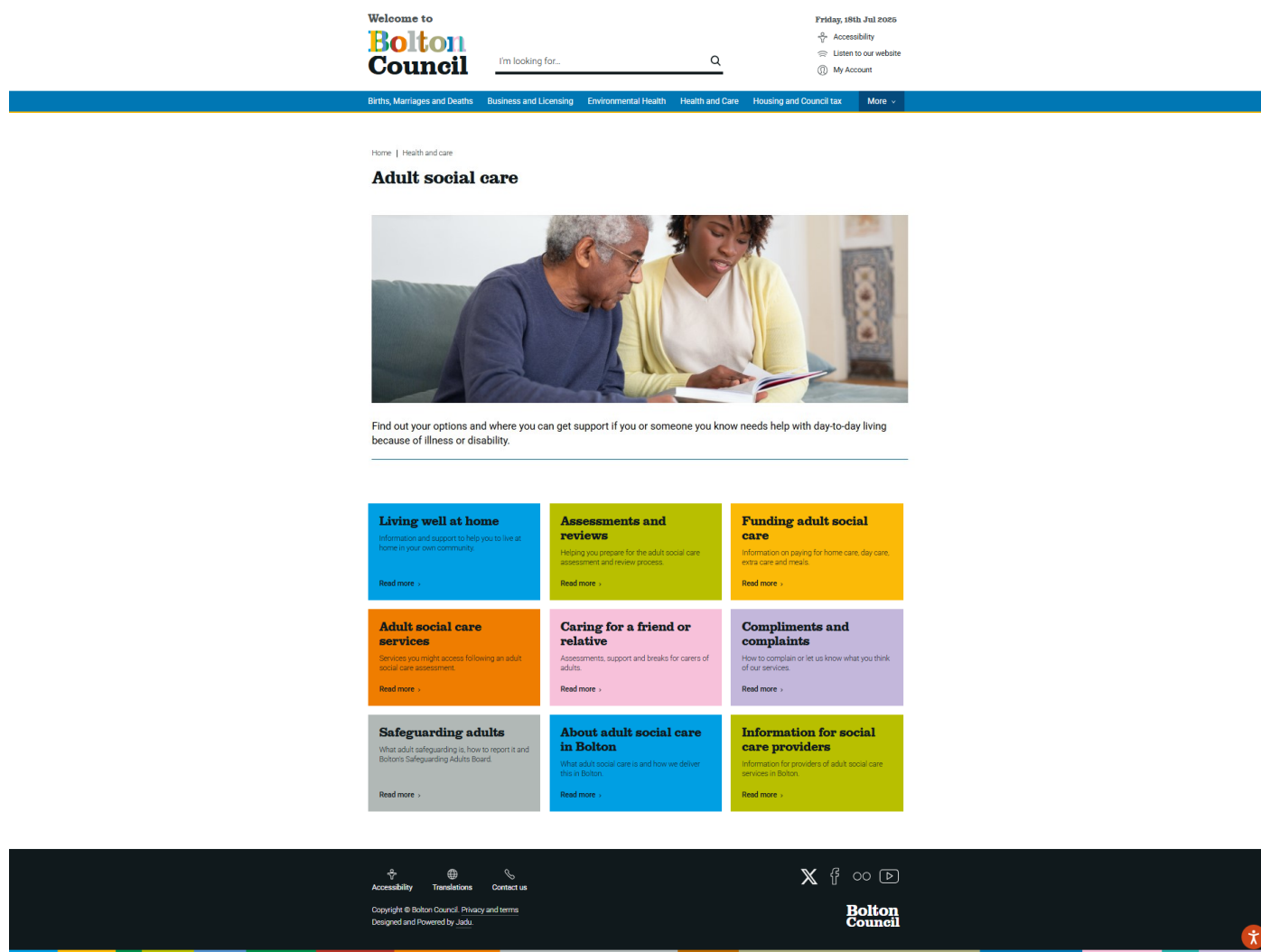
How to Contact Adult Social Care

To contact us or if you would like this information in an alternative format or language:

Telephone: 01204 337860 Email: EITTeam@bolton.gov.uk

Alternatively, visit Adult Social Care on the Bolton Council website

www.bolton.gov.uk/adult-social-care



The screenshot shows the Bolton Council website. At the top, there is a navigation bar with the Bolton Council logo, a search bar, and links for Accessibility, Listen to our website, and My Account. The date Friday, 18th Jul 2025 is displayed. Below the navigation bar, the page title is "Adult social care". A large image shows an elderly man and a woman looking at a document together. Below the image, a text block states: "Find out your options and where you can get support if you or someone you know needs help with day-to-day living because of illness or disability." Below this, there is a grid of nine service tiles, each with a title, a brief description, and a "Read more" link. The tiles are: "Living well at home", "Assessments and reviews", "Funding adult social care", "Adult social care services", "Caring for a friend or relative", "Compliments and complaints", "Safeguarding adults", "About adult social care in Bolton", and "Information for social care providers". At the bottom of the page, there is a footer with links for Accessibility, Translations, and Contact us, along with copyright information and the Bolton Council logo.

This is space for you to make a note of anything important to you, that you might want to share during the conversation

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How to Appeal or Complain

If you do not agree with a decision about your support package, contact Adult Social Care in the first instance.

If you are still unhappy with the decision, you can contact:

- Email: quality@bolton.gov.uk
- tell someone working in the service or
- phone 01204 338021

If you are still not happy, you can go to the Local Government Ombudsman. <https://www.lgo.org.uk/>

The Local Government Ombudsman make decisions on complaints about all councils in England.

The logo for the Local Government & Social Care Ombudsman, featuring the text "Local Government & Social Care" in a smaller font above the word "OMBUDSMAN" in a larger, bold font.