

# Supporting a family member or friend through the Care Act process.



Assessments, Reviews, Care and Support Planning, Safeguarding Investigations.



## 1) ENSURE YOU CAN FULLY SUPPORT THE PERSON.

Putting your own views and opinions aside even if you disagree with them. Checking the person is happy for you to support them.



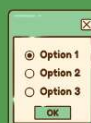
## 2) IF THE PERSON DOES NOT WANT YOU TO SUPPORT THEM.

Social Services can request a paid Care Act Advocate who is independent of other services and who can support the person.



## 3) MEETINGS.

Find out when assessments, reviews or other meetings are taking place so you can ensure you are available.



## 4) PLAN.

Check with the person how they would like you to support them in their meetings, if they might need a break, how they can ask to speak to you privately during the meeting if needed. Talk about what outcomes they would like to have.



## 5) LEGISLATION.

It would be useful to look at the Care Act:  
<https://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>  
This can inform you of the person's rights.



## 6) NOTES.

Make notes during the meeting as a reminder and in case the person wants to review anything afterwards. Social Services should provide meeting minutes at a later stage.



## 7) BEING PERSON CENTRED.

The meeting should be at a place and time that is best for the person to participate. Information should be given in a way the person can understand. If something is unclear, don't be afraid to ask for something to be explained.



## 8) ACTIONS.

When actions are agreed, ask for agreed time frames and who will be responsible for carrying out each action. Check the person is happy with the actions agreed.



## 9) DOCUMENTS.

The person should receive a written copy of any assessments, reviews, safeguarding enquiries and other meetings. Go through this with them and check it reflects what was agreed and if the person is happy with it.



## 10) RAISING CONCERNS.

If the person or yourself have any concerns or disagree with the outcome you have the right to raise this. You can talk to the Social Worker or their manager or go to the Ombudsman:  
<https://www.lgo.org.uk/make-a-complaint>