



Care Act: what to expect with support planning and reviews

Factsheet 2

What is a Support Plan?

A **Support Plan** is a written document that details the support you will receive after a Needs Assessment under the Care Act 2014. It outlines how your care needs will be met, including what services are provided, how they are delivered, and any personal goals you want to achieve.

Who can have a Support Plan?

- **Anyone who qualifies for care** following a Needs Assessment.
- **Carers** who have been assessed for support needs under the Care Act.

How we help

Our advocates can:

- **Explain the support planning process** so you know what to expect.
- **Help you create a plan** that reflects your care needs and personal goals.
- **Assist during reviews** to make sure your plan is still working for you.

During the support planning process

In your plan, you'll discuss:

- **What care and support you need** for daily activities (e.g., personal care, managing medication).
- **How your support will be delivered**, whether by family, carers, or professionals.
- **Your goals**, such as improving mobility or maintaining independence.

Reviewing your Support Plan

Reviews ensure your care plan is still right for you. These could happen:

- **At least once a year**, or sooner if your circumstances change.
- You can request a review if you feel your needs aren't being met or your situation changes.

If you're not satisfied

If you feel the support plan or review does not meet your needs, we can:

- Assist you in requesting a review or making changes to your plan.
- Supporting you in challenging decisions, if needed.

For more information on Care Act Advocates and how to make a referral, please visit our website or contact our Central Support Team directly.

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