



Your social care review is changing – in a good way

Hello

It's time for a social care review for yourself or for someone you care for. The way we review has changed and may feel a bit different, so we want to let you know what to expect.

Why has it changed?

We heard from some people that they found their review stressful. They often had to repeat information that hadn't changed and the questions were too focused on practical tasks, such as washing and dressing. These are important, but social care is about more than this. It's about being able to do things that matter to you, maintain connections with others and improve your wellbeing.

To help, we at Leicester City Council are now doing things a little differently. We are making things more personal for you.

What has changed?

Look at the letter we sent you with this leaflet. The person who sent that letter will arrange to talk with you. This conversation may feel different to previous conversations you've had with our staff.

They will ask you about what matters to you in your life, about things that are working well and things you want to change. It is up to you what you wish to discuss – there are no right or wrong answers.

It might help you to start thinking about what you want to say about your social care during your review. If you want to discuss anything about your review, please contact the person who wrote to you. Their email address and phone number are on the letter.

“ This change in our approach matters because we want to know that you are doing the things that are important to you and how we can better support you in achieving that. ”

Lyn
(Adult Social Care Manager)

“ My review felt really different in a good way – I was able to talk about things that I care about doing, not just tasks like washing and dressing ”

Anna
(who uses direct payments)

From

Lyn Knights (Adult social care manager)

Anna Severwright (Leicester resident who uses social care)

making it real



Leicester
City Council