

Reviews

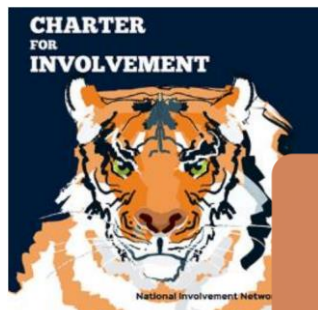
Talking about your support



This document tells you how reviews work and how they help you to talk about your support.



Speaking up about your support

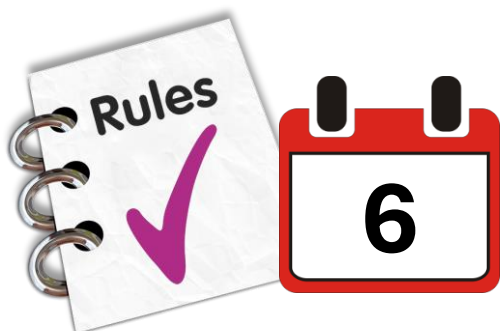


Charter Statement No 4 say's

We must be able to **speak** up about how our **support** is working for us and what could be better.



This is why we have review meetings.



Care Inspectorate rules say that you should have a review at least every 6 months.

You can ask for a review at any time.



You can raise a concern or a complaint if this does not happen.



Getting ready for your review



You should always be offered support to get ready for your review, if you would like this. Things like:



- Going over notes from your last review. This can help you to decide the things you want to talk about.



- Asking for information in a different way, things like large print, easy read, audio etc



- Going over the review agenda. This is a list of the things you will talk about at your review. You can also add topics if needed.



- It is important to remember that working together is the best way to get support right. This is why it is important to say how you feel and not worry about what staff may think.



What's right for you



It is important that your review is done in a way that is right for you. Things like:



- Your review should be led by you or someone who is important to you if needed.



- Having people who are important to you there. This could be a partner, parent or carer.



- If you want an advocate to help you, we must support you to apply for one.

An advocate is a person who can help you to speak up about what is important to you.



What's right for you



- Choosing the way, you like to speak up this could be talking, writing things down, using photos, video or talking mats.



- Choosing where you would like to have your review.



- Arranging for staff to support you on the day if needed.



- Arranging breaks if needed.



Staff must listen to what you have to say.



Staff should answer any questions you might have. They must be open and honest with their answers.

 **BIG**
words

Staff should not use big words that are hard to understand.



There may be times when things are hard to understand. Staff should explain what they are and check that you understand.



Staff should work at a pace that is right for you.