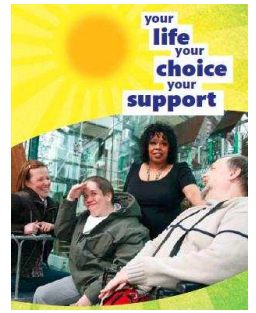


Look Again Process Fact Sheet



What is it?

The Look Again process is a way for people accessing adult social care and their representatives, to request that decisions made about their needs and/or support is reconsidered.

The Look Again process enables you to ask us about the decisions we have made about your support.

Using the Look Again process does not stop you or your representative accessing the complaints procedure.

How to use the Look Again process

If you are unhappy with a decision that has been made then you should talk to your social worker, care manager or care coordinator and make them aware that you are unhappy.

They will record this and notify the Team Manager.

The Team Manager has five working days to get in touch with you to tell you what is going to happen next.

The options for what happens next are:

- a. The manager arranges to meet with you to talk through the issues and try to resolve them
- b. The manager agrees actions with your social worker / care manager / care coordinator to try and resolve the issue
- c. The manager identifies a different worker to undertake actions and work with you to resolve the issue
- d. Whichever way we agree to help resolve the issues, we will do this within 20 working days
- e. If you are still not happy with the outcome of the Look Again process, you still may choose to access the Complaints Procedure.

When you can use the Look Again process and why

The Look Again process can start at any point in the self directed support process at which a decision has been made. This could be when you have an assessment, re-assessment, when your support is being signed off or at a review.

Assessment:

- You or your representative don't feel their needs have been fully considered
- Concerned about the way eligibility has been applied
- Someone else wants to make changes to your assessment and you disagree
- You feel that your views were not properly represented.

Support Plan:

- If it is not agreed either in full or partially, for example some or all of the things you wanted to do to meet your eligible needs have not been agreed
- If there is something in your support plan we feel is very risky and you disagree (Look Again seeks a second opinion).
- If we still cannot agree together then it can be referred to the [Risk Enablement Panel](#)
- If the decision maker suggests an alternative form of support and you are not happy with it.

Personal Budget Review:

- If you are unhappy with what has been recorded in your personal budget review
- If you feel your views have not been properly represented
- Following your review, changes you want to make to your support haven't been agreed.

Reassessment:

- You or your representative don't feel their needs have been fully considered
- Concerned about the way eligibility has been applied
- Someone else wants to make changes to your assessment and you disagree
- Your feel that your views are not properly represented.

Further Information

If you would like to discuss the Look Again process, please contact your social worker, care manager or care coordinator.