



A guide to your care and support review

Bedford Borough Council, September 2026

What is a review?

A Care Act review is an opportunity to take stock and talk about your care and support. It allows you the opportunity to reflect on what aspects are working, what areas require improvement, if you have been able to achieve your identified goals and what might need to change.

Why do I need a review?

Everyone's circumstances change over time, so the care and support you receive should be reviewed from time to time. We work under the framework of the Care Act. The Care Act says that everyone who receives money or a service from us must have at least one review a year. Some people may need more than this.

What will the outcome be?

Sometimes a review shows that everything is working well and nothing needs to change. It may show that you need a bit more support, or a bit less. We may also find there is a different way to meet your needs, for example a piece of equipment, a local group or activity, or a change to how your support is arranged.

If your needs have changed a lot, we will do a reassessment with you, so your support properly reflects what you need now.

We generally expect the amount of formal support to lessen as you regain your independence and have support from family, friends or your community, although this may not be possible for everybody.

Whatever the outcome, we will talk it through with you and explain why. We will make sure you have a record of your review, care plan and, when applicable, your reassessment. It is important that you understand your review and the outcome of it, so it will be provided in a format that is accessible to you.

When will my review happen?

Your first review usually takes place within six to eight weeks of your support starting or changing. After this we will review your care plan with you regularly.

A review may take place because:

- it was planned when your support was first arranged
- your needs or circumstances have changed, for example after a stay in hospital
- you, or someone who knows you, have asked for one.

You can ask for a review at any time, for example if something changes and you need more or less support.

Who will be involved?

A social care worker will usually arrange your review. You will always be part of it and you can ask for a family member, friend, carer or advocate to be there too. We may ask the care provider or other people who support you to contribute as well.

Independent advocacy

If you would find it hard to take part and do not have someone to support you, we can arrange an independent advocate to help.

An advocate is someone who helps you say what you want to say, or says it for you, so that your views are heard. They can attend meetings with you and support you to be fully involved. VoiceAbility provides independent advocacy in Bedford Borough; it is a free and confidential service.

Tel: 0300 303 1660

Email: helpline@voiceability.org

Website: www.voiceability.org

What will we talk about?

Your review will focus on what matters most to you, and on the parts of your life that help keep you safe and independent. During the review, we will usually talk about:

- Whether anything you want to achieve could now be met in a different way
- Whether the care and support you have is working, and if anything needs to change
- Whether your circumstances or needs have changed
- Whether the goals in your plan are being achieved, and if there is anything new you want to achieve
- Any worries or concerns you have, including anything that affects your safety
- Whether you, and anyone you have asked to be involved, are happy with the plan.

Carers' reviews

If you are a carer, you will also have a review of your support each year, and you can ask for one at any time if things change.

If you are not happy with your review

If you are unhappy with any part of your review or its outcome, please speak to the person who did your review first if you can.

If you remain dissatisfied with the outcome, you can give feedback or make a complaint. You have the right for someone to make a complaint on your behalf; we will ask you to give consent for them to do this. Complaints are acknowledged within three working days.

Email: FeedbackTeam@bedford.gov.uk

Website: <https://www.bedford.gov.uk/your-council/have-your-say/complaints-and-feedback/give-feedback-or-make-complaint>

Contact us and other formats

To contact Adult Services about your care and support, or to give feedback:

Tel: 01234 267422

Address: Adult Social Care, Bedford Borough Council, Borough Hall, Cauldwell Street, Bedford MK42 9AP

If you would like further copies, a large-print copy, or this factsheet in another format, please telephone or email us at our address above.