Who to send it to

The person's social worker or care manager, if they have one, or the council's adult social care team. Quote the person's council reference number.

The letter

Replace everything in [square brackets], keep a copy, and note the date you sent it.

[Your name]
[Your address]
[Your phone number]
[Your email address]

[Date]

Adult Social Care
[Council name]
[Council address or email address]

Dear [name of social worker, or Sir or Madam],

Request for a review and reassessment: [full name], date of birth [date of birth], [address]. Your reference: [reference number]

I am writing to ask the council to review [name]'s care and support plan under section 27(1)(b) of the Care Act 2014, and to reassess [his/her] needs, because [his/her] circumstances have changed. [I am [his/her] [relationship] and write with [his/her] agreement. / I hold a registered Lasting Power of Attorney for [his/her] health and welfare.]

What has changed:

- [for example: [name] was in hospital from (date) to (date) after a fall, and now needs two people to help (him/her) stand]
- [for example: (he/she) is up three or four times every night and has twice left the house at night]
- [for example: I can no longer provide the evening care I gave before, because (reason)]

The current plan provides [describe, for example: four 30-minute visits a day], which no longer meets these needs. [We believe [name] now needs [for example: care overnight / live-in care], and we would like this considered.]

Please:

1. confirm that you will carry out a review, and tell me when;
2. reassess [name]'s needs, and revise the care and support plan and personal budget to meet them;
3. [arrange interim support now, because (describe the immediate risk)];
4. involve me and [name] fully, and send us the revised plan in writing; and
5. if you decide not to carry out a review, explain why in writing.

Thank you. Because of the risks described above, I would be grateful for a reply within 5 working days.

Yours [faithfully / sincerely],

[Your signature]
[Your name]
[Your relationship to the person]

Tips

- Keep a simple diary for a week or two before the review: what help was needed, when, and what went wrong. Bring it to the meeting.
- If the person is at risk now, say so plainly at the start and ask for urgent interim support. Phone as well as writing.
- A review must not be used to cut a personal budget arbitrarily. If the council proposes a reduction, ask how the reduced budget will meet each assessed need.
- Family members, friends and advocates can ask for a review as well as the person themselves.
- If the person's money has changed too, ask for a new financial assessment at the same time.
- End with 'Yours sincerely' if you used the social worker's name, or 'Yours faithfully' if you began 'Dear Sir or Madam'.

The law behind it

Section 27 of the Care Act 2014: the council must review a care and support plan on a reasonable request made by or on behalf of the person (section 27(1)(b)). If it is satisfied that circumstances have changed in a way that affects the plan, it must,

to the extent it thinks appropriate, carry out a new needs assessment and financial assessment and revise the plan (section 27(4)). Paragraphs 13.20 to 13.25 of the Care and Support Statutory Guidance: a review should normally be carried out when asked unless the council is reasonably satisfied the plan is still sufficient, family members and others can ask, and reasons for refusing must be given in an accessible format with details of how to take the matter further. Paragraph 13.4: a review must not be used to reduce a personal budget arbitrarily. Paragraph 13.32: plans should be reviewed at least every 12 months.

Read more in our guide: Care assessments and care plans: what to expect.

Other letters

- Asking the council for a care needs assessment
- Asking the council for a carer's assessment
- Asking for the written financial assessment and a disability-related expenditure review
- Asking for an NHS Continuing Healthcare Checklist
- Asking the ICB to review a Continuing Healthcare decision (local resolution)