

The right to request a reassessment

Fact Sheet 23

(September 2023)

The local authority has a duty to undertake an assessment of you if you appear to have care and support needs or you are a carer who appears to have support needs, and you are either ordinarily resident in Carmarthenshire, or are currently in Carmarthenshire and are not ordinarily resident elsewhere. In simple terms ordinarily resident means where you normally live.

An entitlement to an assessment of your care and support needs does not mean that that you will be entitled to services to meet your care and support needs from the local authority. Similarly the local authority will not automatically review every assessment of your care and support needs. However you are entitled to ask the local authority to review a previous assessment at any time, and the local authority must review that assessment if there has been a change in your identified personal outcomes, or a significant change in your or your family's needs or circumstances. It will be for the local authority to decide whether the change is significant, having regard to the following:

- Your personal circumstances;
- Your personal outcomes;
- Any new barriers preventing you from achieving those outcomes;
- Any new risks to not achieving those outcomes; or
- The loss of a resource that was helping you to achieve your outcomes e.g. a carer who was previously caring for you is either no longer willing or able to do so.

Where it is decided that there has been a significant change in your or your family's needs or circumstances, such a review is likely to encompass a reassessment. It is important to note that when a child with care and support needs becomes an adult that this will constitute a significant change in circumstance, which creates a right to a reassessment.



For more information on social care services log onto:
www.carmarthenshire.gov.wales/socialcare

How do I request a reassessment?

Irrespective of how long it has been since your last assessment, you can request a reassessment by contacting Carmarthenshire County Council's Information, Advice and Assistance Service on Tel. No: 0300 333 2222 or by Minicom on: 01554 756741 or by SMS: 0789 2345678, or by making a referral through our website www.carmarthenshire.gov.uk/socialcare

However it is important to bear in mind that the local authority only has a duty to review that assessment and undertake a reassessment if there has been a change in your personal outcomes or a significant change in your or your family's needs or circumstances.

It is also important to note that the local authority will only accept a request for a reassessment from the individual who was previously assessed, or in the case of a child a person who has parental responsibility for that child such as a parent, or some other person who has a legal right to act on the individual's behalf or their advocate (with the consent of the individual, if they have capacity to consent).

What will the reassessment consider?

The reassessment will consider all the same areas as the previous assessment considered, including whether and to what extent the provision of information, advice and assistance, or other preventative services can contribute to the achievement of any new personal outcomes or otherwise meet your identified needs.

Will the same person who assessed me originally undertake the reassessment?

Carmarthenshire County Council cannot guarantee that the same person who originally assessed you will also undertake your reassessment. In certain circumstances where the local authority has agreed to reassess your needs because you were not satisfied with the content of the previous assessment it may not be appropriate for the same person who originally assessed you to undertake the reassessment.

Is a reassessment the same as a review of a care and support plan?

A reassessment is not the same as the review of a care and support plan. Where you are entitled to receive a care and support plan, following an assessment of your needs, then the local authority should review that care and support plan every 12 months. However the local authority is not required to review an assessment unless a request has been made to undertake a reassessment and your personal outcomes have changed or there is a significant change in your or your family's needs or circumstances.

What if I disagree with the content of my assessment?

You do not have to ask for a reassessment simply because you do not agree with the content of your assessment. In the first instance you can simply tell the person who undertook your assessment that you do not agree with a specific aspect of the assessment, and ask them to change it. If a disagreement between you and the person who undertook the assessment about the content of that assessment cannot be resolved you can use the local authority's complaints process. However in certain circumstances Carmarthenshire County Council may agree with you that the appropriate solution to resolve any ongoing disagreement about the content of the original assessment is for someone else other than the original assessor to undertake a reassessment of your care and support needs.

**This factsheet is also available in Welsh.
If you would like this factsheet in any
other format telephone 01267 228703 or
Email: socialcare@carmarthenshire.gov.uk**



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