



# worcestershire countycouncil

Mr. J. Taylor,  
Director,  
Healthwatch Worcestershire  
Civic Centre  
Queen Elizabeth Drive,  
Persnore,  
Worcs.  
WR10 1PT

5<sup>th</sup> November 2018

Our Ref: RK/lh

Dear John,

Thank you for your letter of 1<sup>st</sup> November 2018.

Regarding re-assessment process, I can confirm that all reviews and assessments are carried out in accordance with Care Act requirements. This includes involving the person who is receipt of care and their family and other relevant interested others. We have utilised a third party organisation to undertake some reviews, and ensured that the staff they employed have the relevant knowledge and access to all documentation and information held by the Council. I am unable to make a generic statement about theatre trips and excursions since all care packages are based on the individual's specific circumstances, and in some cases it may be deemed necessary to fund these in order to meet that individual's needs. It should be noted, however, that the Care Act domain relating to 'recreational' activities talks about 'access to' those activities and not the provision of them per se.

Budget allowances do not exist in Worcestershire County Council. Social workers do not have their own budget, and therefore they cannot run out. However, and this may be where the confusion has come from, there are budget authorisation limits for different levels of staff – ie a cap on the amount they can authorise without manager approval.

I will ask Andrew Morley to liaise with you in respect of the Factsheets, the development process and the Care Services Directory.

Finally, I am pleased that Healthwatch will continue to have people's experience of adult social care on their work programme, as this will continue to ensure we

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remain focused on people's experience and raise the profile of the Three Conversation Model and its impact.

Yours sincerely,

A handwritten signature in cursive script, appearing to read "Richard Keble".

Richard Keble,  
Assistant Director,  
Adult Services