

Name of provider and status Role of author	Contact helpline case study – April 2019
Background details:	Name: Child C Gender: Female Age: 10 Disability: Complex needs Mother: B, is also disabled Region: South East
Brief reason for selecting:	Example of practice by local authority reducing social care services for disabled children
Overview of the issues:	Mrs B called the helpline and told the parent adviser that her family received direct payments from the local authority for the social care needs of C. The local authority has informed B they would like the family to use an alternative service linked to the day centre that C attends. Mrs B does not agree with changes to C's care plan, as C's needs have not changed. Mrs B was seeking advice to challenge the local authority.
Areas relating to:	Social care/ needs assessments (s17) /direct payments
Advice and information provided:	<ul style="list-style-type: none"> -The parent adviser explained to Mrs B that the LA must review the care needs of disabled children. - The parent adviser further explained that a care plan should have a review date – usually within 12 months. -The adviser highlighted that the review should assess whether C's needs have changed and whether amendments are needed to care the plan – BUT a review should not be used 'as a mechanism to arbitrary reduce' the level of care support for C. - The parent adviser explained that Mrs B can make a formal complaint the local authority. -Mrs B was directed to online advice on the Contact website regarding complaints about social care - Mrs B was signposted to a legal charity for legal advice on challenging the local authority decision. - A record of Mrs B's enquiry was added to our confidential database and Mrs B was invited to call back if she requires further help.
Anticipated outcomes: (we do not case work or follow up on individual enquiries)	<p>Mrs C is better informed about C's legal rights. Mrs C understands her next steps and options to move things forward. Mrs C will seek further legal advice. B's care and support plan and package will not be changed. Direct payments for B will not be reduced.</p>