

In certain instances the 'annual scheduled' review can be carried out by phone. The scenarios in which a telephone review can be carried out are defined below:

- **No communication barriers**; e.g. mental capacity, language barriers, sensory impairments etc.
- **SDS monitoring is good**; e.g. all invoices returned and allocated money spent appropriately
- **Seen in the last 12 months**; by any team within the pathway including Review
- **Packages that are less than £100**; and a 'minor adjustment to the current package' has not taken place since the last review
- **No safeguarding alerts**; since the last visit that have resulted in cause for concern or ongoing monitoring
- **Customer has commissioned services**; and the review admin Officer is able to check with the providers that they have no concerns in relation to the customer
- **Carer**; and the review admin Officer is able to check with the carer that they have no concerns in relation to the customer

If the case meets all the applicable above criteria then a telephone review can take place. All telephone reviews will require approval from a Team Manager.

If when conducting the telephone review there is any cause for concern this will trigger a face to face review immediately. The Officer conducting the telephone review will have a strong social care background and knowledge of the case.

Customers that meet the above criteria can only have a telephone review bi-annually. Every other year the customer will require a face to face review.

The Enablement Team and Review Team can carry out the Initial Review (up to 6 weeks) via the telephone at the discretion of the Team Manager.