



Changes to Care and Support Packages

If your care and support package is being reduced or stopped you can:

- Ask for the reason or reasons why the care or support has been reduced or withdrawn in writing.
- If you have been told that you no longer meet the criteria for care or support, ask why this is. Have the criteria changed, or are the criteria the same, but someone thinks that you have improved, and no longer need the care or support?
 - If the criteria have changed, ask to see what the new criteria are.
 - If the criteria have not changed, ask why you are considered to no longer meet the criteria. Are you considered to have become more independent? Who has made this judgement, and on what basis?
- If you require medical evidence, contact your GP (or your Medical Consultant, if you are still being followed up by a Consultant in Rehabilitation Medicine, Neurology or Neurosurgery).
- If you would like to have some support with this, contact your local Citizens Advice Bureau, who would be able to help.
- If you have further questions call the Headway Helpline on 0808 800 2244