

Fair Access To Care Services

Eligibility Criteria For Adult Social Care

1. Introduction

This document provides you with information on your eligibility for help from Adult Social Care Services. It provides guidance on: -

- How to contact Adult Social Care Services
- How quickly you will be seen and assessed
- Whether you will be eligible for help
- The types of services that may be provided to you.

Adult Social Care Services is part of the Adult Services department, within Bolton Council and each year an amount of money is provided by the Council to help the people of Bolton, who have social care needs. Adult Social Care Services cannot meet every need of every person in Bolton, so we have eligibility criteria to help us focus help on those in greatest immediate or long-term need.

2. What if I think I need help?

If you think you need help because you have an illness or disability, which causes you some difficulties, you may ask (or get someone else to ask for you) about receiving help. By contacting Adult Social Care Services, we will offer advice, provide information and if necessary, carry out an assessment of your needs and then tell you if you are eligible for help from us.

3. Who can get help from Adult Social Care Services?

Anyone can contact Adult Social Care Services for information and advice. We have a legal duty to offer an assessment to any person aged 18 years and over that may need community care services. People who are likely to request or require an assessment of need will include: -

- People who are disabled by illness, injury or disability (physical disability, learning disability, mental health needs, drug or alcohol dependency)
- People who are blind or partially sighted
- People who are deaf or hard of hearing
- People who provide informal care or help (you look after someone) to another person with a disability, illness, injury or sensory loss

You can contact us in person, by letter, telephone, email or ask someone else to contact on your behalf. An interpreter can be arranged if English is not your first language. If you are deaf, text phones are available and sign language interpreters or lip speakers can be arranged.

4. What is an assessment of need and what can I expect to happen?

An assessment is a discussion between yourself (and if you wish, can include your partner, friend or other representative) and the worker from Adult Services. This discussion with you will help both you and the worker to identify what needs you may have. Your needs are those things that are really important to you and help you to live a normal life, such as having food to eat; somewhere to live which is safe and warm; being able to get dressed; move safely around your home; care for your children or be involved in work or education.

- We will arrange with you a date and time to visit. This usually involves an interview with you and often, with your agreement, it also means getting information from other people, such as your doctor, nurse or anyone else who looks after you.
- The interview will take place in the best place to see you, which is usually your home or for example whilst you're in hospital.

- You will be asked questions about your self, what difficulties you have, how you manage your daily life and what, if any help you already receive.
- We will also take the needs of anyone who looks after you into account and look at their situation separately if required.
- We will fully involve you in the assessment and will usually share all information with you. However, there may sometimes be reasons, which we will explain to you, for us not being able to share some information with you.
- We will try and explain anything that we say or do and will try not to use words you cannot understand.
- We will give you as much time and help as you need to explain your situation.
- We will respect your privacy and your relationships with your family or your carers.
- What you tell us is in confidence and we will not use it for any other reason than helping us to help you. We cannot share that information with anyone else without your permission, unless it is in exceptional circumstances (we would explain the reasons to you) and the Law says we must share it.
- If you are not happy with how we have carried out the assessment, or with the decisions, which we make, you are free to complain and we will provide you with the information to help you to do this.

After the assessment has been completed, you can expect that: -

- We will inform you whether you are eligible for help from Adult Social Care Services.
- If you are eligible for help, we will discuss the types of services we can provide to safely meet your needs within the resources available to us. This will include the offer of you receiving money through a "Direct Payment", which allows you to arrange your own services.
- If services are provided, we will give you a copy of your care plan. This will tell you when the services will be provided, who will provide them, the date when they will be reviewed, how much it might cost you and who to contact in an emergency.
- If you are not eligible for help, we will tell you why and provide information or advice on other ways of helping you.
- We will continue to review your situation, at least annually and if your circumstances change, we will alter the care plan accordingly. In some situations, this may result in you no longer receiving services, as you may no longer be eligible for help.

5. How quickly will I be assessed?

- If your situation is very urgent, you are in crisis or at very serious risk of harm; we will aim to start the assessment within 24 hours. If you are eligible for help, we will aim to arrange services to meet your critical needs within 24 hours. We will then review your situation within the following 72 hours, to agree how best to meet your needs in the longer term.
- If you or your carer are finding it very difficult to cope, or you are at risk of harm, we will aim to start the assessment within 48 hours. If you are eligible for help, we will aim to arrange services to meet your needs within 7 days of completing the assessment
- If you or your carer are having some difficulties in coping, we will still aim to start the assessment within 48 hours. If you are eligible for help, we will aim to arrange services to meet your needs within four weeks of completing the assessment.
- In some situations, after we have spoken to you, we may decide you are not eligible for help from us and will provide you with advice or information about other services that may help you.

6. The Principles Underpinning our Criteria

When completing the assessment, we will consider the following principles when working with you:-

- Assessments and services will not discriminate in any way, whether on grounds of age, race, gender, disability, sexuality, faith or any other factor, which may be unfair. The criteria will apply equally to all adults aged 18 years and over.

- We recognise that your needs may change, so services need to be flexible and responsive to those changes.
- Where appropriate we will support you to have control over the services provided. This may include, for example, your use of direct payments.
- We will support your rights to have an independent advocate to speak up on your behalf should you need or request it.
- Wherever it's safe and effective to do so, we will promote your independence to live at home or in the community and your full involvement in the life of that community.
- We will work in partnership with other agencies so that services work together to support you safely and effectively

7. The Eligibility Framework – Will I be eligible for help?

When the assessment is completed, we will have identified all your needs with you. These needs will be considered against the eligibility framework below, which describes the seriousness of the risk to your independence or other consequences if your needs are not met. To be eligible for help the assessment must have identified some of your needs as falling within the Critical, Substantial or Moderate bands. We will aim to meet those needs which fall within these bands:-

Critical – when

- Life is, or will be, threatened; and/or
- Significant health problems have developed or will develop; and/or
- There is, or will be, little or no choice and control over vital aspects of the immediate environment; and/or
- Serious abuse or neglect has occurred or will occur; and/or
- There is, or will be, an inability to carry out vital personal care or domestic routines; and/or
- Vital involvement in work, education or learning cannot or will not be sustained; and/or
- Vital social support systems and relationships cannot or will not be sustained; and/or
- Vital family and other social roles and responsibilities cannot or will not be undertaken.

Substantial – when

- There is, or will be, only partial choice and control over the immediate environment; and/or
- Abuse or neglect has occurred or will occur; and/or
- There is, or will be, an inability to carry out the majority of personal care or domestic routines; and/or
- Involvement in many aspects of work, education or learning cannot or will not be sustained; and/or
- The majority of social support systems and relationships cannot or will not be sustained; and/or
- The majority of family and other social roles and responsibilities cannot or will not be undertaken.

Moderate- when

- There is, or will be, an inability to carry out several personal care or domestic routines; and/or
- Involvement in several aspects of work, education or learning cannot or will not be sustained; and/or
- Several social support systems and relationships cannot or will not be sustained; and/or
- Several family and other social roles and responsibilities cannot or will not be undertaken.

We will not meet assessed needs which fall within the Low Band, as described below:-

Low – when

- There is, or will be, an inability to carry out **one** or **two** personal care or domestic routines; and/or
- Involvement in **one** or **two** aspects of work, education or learning cannot or will not be sustained; and/or
- **One** or **two** social support systems and relationships cannot or will not be sustained; and/or
- **One** or **two** family and other social roles and responsibilities cannot or will not be undertaken.

8. If I am eligible for help, what type of services can be provided?

We can provide or arrange a wide range of services to meet your needs. These services will aim to help you to continue to live in your own home and/or ensure that your needs are met safely and effectively. We also use some of our money to fund voluntary organisations to provide services to those people who will not be eligible for help from Adult Social Care Services, such as befriending or home visiting schemes or “drop in's” at local community centres.

Some of the services we may provide include: -

- Direct Payments, so you can arrange your own services
- Home support services that will help you to look after your self, such as helping you get up; get dressed; personal hygiene; preparing meals
- A range of equipment that can help you, such as raised toilet seats, stair rails, ramps or adaptations to your home
- Day services which provide activities and support, including help to get there if needed
- Short breaks for carers
- Short term and permanent residential care, when it is no longer safe and effective to provide services at home
- Information and advice about other services which may help you find work, receive benefits or if you are not eligible for help from Adult Social Care Services

9. Comments and Complaints

You may not always agree with the eligibility criteria, the way it has been applied, or the services, which have been provided.

If you are dissatisfied you have a right to complain. In the first instance, you may wish to talk to the person who has completed your assessment or carried out the review.

Where necessary, we will help you to make a complaint and where possible and if you wish it, we will help you to obtain independent advice or advocacy.

Advice can be obtained from, or a complaint submitted to, the Customer Relations Officer in the Adult Services Department, Le Mans Crescent, Bolton BL1 1SA. Tel: 01204 337288.