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A Guide to **Eligibility Criteria for Adults and Older People**



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Eligibility Criteria for Adults and Older People

Introduction

This leaflet explains how Fife Council decides whether you are eligible for social care support.

Carers and users of our services have been actively involved in the wording of this document.

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Contacting Social Work



Online

www.fifedirect.org.uk/socialcare



Phone

01383 441177 (9am to 5pm)



BT Text Direct

18001 01383 441177 (9am to 5pm)



In person

to make an appointment call 01383 441177 (9am to 5pm)



In an emergency

If you have an emergency between 5pm and 9am Monday to Friday or at the weekend, **call 03451 550099**



Alternative Formats

To request information in large print, braille, audio CD/tape and BSL interpretation call 03451 555500

Language lines

خط هاتف اللغة العربية: 03451 55 55 77

বাংলায় আলাপ করার জন্য টেলিফোন লাইন: 03451 55 55 99

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اُردو زبان کے لیے ٹیلیفون نمبر 03451 55 55 66

Find out how NHS Fife and Fife Council are transforming services under a new joint Health and Social Care Partnership.

Visit www.fifedirect.org.uk/integration



Carers

A carer is someone who looks after a relative, partner or friend who needs support on an unpaid basis. This could be for a number of reasons including age, physical or learning disability or illness, including mental illness.

Carers of people who are eligible for services can ask for their own individual assessment.

How to determine if a carer is eligible for additional support

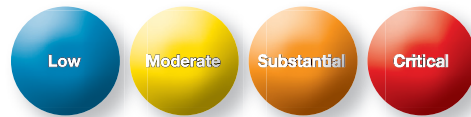
The assessment will relate to the impact of the caring role on the individual carer. It will need to address the following questions:

- **Is the carer able to continue in their role?**
- **What is the risk of the caring role breaking down?**

The framework for assessing carers must carefully consider the risk factors that affect the carer's ability and willingness to care. These risk factors are balanced against those that apply to adults with care needs (as described previously in this leaflet).

- Risks to the carer's independence and freedom to make choices.
- Risks to the carer's health, safety and wellbeing.
- Is the carer able to manage their own daily routines?
- Is the carer able to be involved in employment, family and community life?

The carers' framework is also split into four bands, broadly covering the same areas as the eligibility criteria for service users.



Low - Support and advice will promote the carer's independence and contribution to wider community.

Moderate - Help will support the carer to maintain their situation and wellbeing, and meet personal and employment commitments.

Substantial - Direct help will prevent care breakdown and help keep families together.

Critical - The caring role will collapse without support.

Eligibility Criteria

What are eligibility criteria?

It is important that the council uses its resources to support those people whose needs most seriously affect their independence. Eligibility criteria are the rules that are used to make sure this happens.

Eligibility criteria for adult social care

The Government has issued the eligibility criteria framework to make sure that all adults over 16, who need social care support, have their needs dealt with fairly across the country.

Fife Council must use the framework. The criteria is based on the way in which needs affect independence.

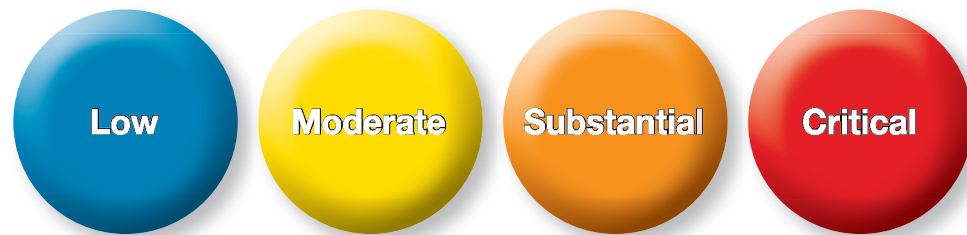
What affects a person's independence?

A person's independence is effected if their social care or health needs prevent them from achieving goals which are important in their life. These could include:

1. Being healthy, safe and well
2. Exercising choice and control
3. Personal dignity and respect
4. Making a positive contribution to family and community life

Eligibility Criteria

The eligibility criteria rules are divided into four bands.



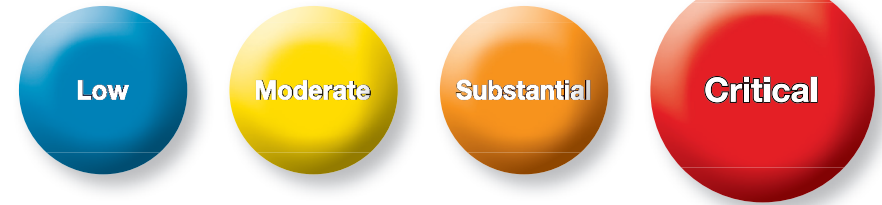
The **substantial**, **moderate** and **low** bands describe the level of need required and how this affects a person's independence.

The **critical** band describes situations when a person's independence is most at risk. In these situations there are vital needs, which must be met, if a person is to live safely and independently.

The eligibility criteria only applies to social care needs and services. These services may include long term care, care at home, day care, respite care or equipment and adaptations.

Who will receive services?

We can offer advice and information to everyone but the Council has decided that at present we must focus our support on people who have critical or substantial needs.



Personal dignity and domestic routines

Are you unable to manage the essential personal care or domestic tasks which you need to do each day?

For example:

- ☐ Are you unable to manage to feed yourself or to drink enough to avoid any serious risk to your health?
- ☐ Are you unable to maintain a level of personal cleanliness which will avoid any serious risk to your health?

Family and wider community life

- ☐ Would loss of your current employment or education have a major impact on you?
- ☐ Are you unable to continue to carry out essential family or social responsibilities?
- ☐ Are any important personal or close relationships at risk of breakdown, or have broken down?

Critical band

If you answer 'Yes' to any of these questions, then the council may provide appropriate social care to help you with your problems.

We aim to deal with your request within 5 working days.



Critical

Health and safety

- ☐ Do you need social care support because of major health problems, which could cause life-threatening harm to yourself or others?
- ☐ Are you suffering serious abuse or neglect - have you suffered or are you likely to?
- ☐ Have you caused serious abuse or neglect, or are you likely to?
- ☐ Is your life threatened by the way you live, your home environment or your behaviour?
- ☐ Are you at constant risk of falling?

Control over your life

- ☐ Are you unable to make your essential needs known to others?
- ☐ Are you unable to keep yourself safe from dangerous or harmful situations?
- ☐ Are you unable to recognise danger or risks to yourself or others?
- ☐ Do you have no choice over vital aspects of your immediate environment?

Needs Assessment

What is a needs assessment and review

A needs assessment involves talking with Social Work staff. The purpose is to look at what your needs are and how best these needs can be met. You should let us know at any time you don't think your needs are being met.

For many people, it will only take a matter of days to complete the assessment and start providing services. For others the assessment process may take longer.

In order to allow us to understand your daily living needs we will ask you who else we should speak to, for example, your doctor or family.

If you receive a care package it will be reviewed from time to time. A review means that a member of staff will contact you to discuss how the service is going and whether your needs have changed. A review may lead to your services being increased or decreased if your needs have changed.

Low band

If you answer 'Yes' to any of the questions, the council can help by offering advice, information and/or redirection.

Low

Low

Moderate

Substantial

Critical

Health and safety

- ☐ Is there a small risk to your health and safety which can be managed or prevented?
- ☐ Does your behaviour or lifestyle present a possible risk to yourself or to others?

Control over your life

- ☐ Does your home environment place a minimal restriction on the choice and control you have over your life?

Personal dignity

Are you unable to carry out the majority of your own personal care or domestic routines?

Do you depend upon daily help to meet most of your personal or domestic routines?

For example:

- ☐ Do you depend upon help for managing financial affairs, e.g. paying essential bills such as rent at a bank or post office?
- ☐ Do you depend upon help for personal care to maintain hygiene?
- ☐ Do you depend upon help with the care routines needed to be involved in work, education, leisure or the wider community?
- ☐ Do you depend upon help for buying items which you need to use daily, e.g. food?
- ☐ Do you need help to maintain a balanced diet?

Family and wider community life

- ☐ Are any important work or educational commitments at risk?
- ☐ Are you unable to gain access to learning or employment opportunities which will improve your ability to manage, or lessen any risk to your independence?
- ☐ Is any social support that you might have under stress?
- ☐ Is there a risk of breakdown to any close or important relationships?
- ☐ Is your lack of social contact causing your health and wellbeing to deteriorate?

Substantial band

If you answer 'Yes' to any of these questions, then appropriate social care may be provided to help you with your problems.

We aim to deal with your request within 4 weeks.

Substantial

Low

Moderate

Substantial

Critical

Health and safety

- ☐ Has abuse happened or is it likely to happen?
- ☐ Is the risk of abuse strongly suspected?
- ☐ Does your lifestyle, behaviour or personal care pose a significant risk to yourself or others?
- ☐ Are you at risk of falling when moving around or being moved around? For example, from your bed to a chair, or from a chair to the toilet?
- ☐ Is your health or safety at risk because of your home environment?

Control over your life

- ☐ Do you only have partial choice and control over vital aspects of your immediate environment?
- ☐ Are you seriously restricted in what you do because of your home environment?
- ☐ Are you disorientated even in familiar places?
- ☐ Do you have communication difficulties or a sensory loss, which have a major impact on your life?
- ☐ Is your ability to make an informed choice or take control over vital aspects of your life restricted in any way?

Personal dignity

- ☐ Are you unable to carry out one or two personal care or domestic routines? For example, can you manage your personal care on a daily basis?

Family and wider community life

- ☐ Are you unable to be as involved as usual in one or two aspects of work, education or learning?
- ☐ Are personal relationships strained from time to time but not at risk from breakdown?
- ☐ Is there a possibility that one or two social support systems (eg. friends or neighbours who help and support you) or relationships cannot be sustained?
- ☐ Would you benefit from taking part in work, education or learning?

Moderate band

If you answer 'Yes' to any of these questions, the council can help you by offering advice, information or redirection.

You may require an assessment by an occupational therapist. If so we aim to deal with your request within 10 weeks.

Moderate

Low

Moderate

Substantial

Critical

Health and safety

- ☐ Does your behaviour present a moderate risk to yourself or others?
- ☐ Do you suffer from preventable health problems or injuries from time to time?

Control over your life

- ☐ Is your choice and control over your life limited by your home environment?
- ☐ Do you need help getting around outside of your home?

Personal dignity

- ☐ Are you unable to carry out some of your own personal care or domestic routines?
- ☐ Do you need help to carry out three or less personal or domestic routines over the course of a week?
- ☐ Do you need help maintaining domestic hygiene (cleanliness of your home)?
- ☐ Do you need help with shopping for items you don't use every day?
- ☐ Do you need help with routine laundry?

Family and wider community life

- ☐ Is it difficult for you to maintain involvement in work/training/education with help from other statutory and voluntary organisations?
- ☐ Are you unable to undertake all of your family and social responsibilities?
- ☐ If you have help from local community support organisations, are these likely to break down?