Fair Access to Care Services

Eligibility Criteria for Social Services for Adults

**Background**

The Welsh Government publishes guidance for local authorities on how they should deliver social care. Newport City Council is required to follow this guidance when making a decision on who is eligible for the care services we provide.

The Council is required to make a statement to say which needs qualify for services, according to four eligibility bands: critical, substantial, moderate or low. This is called an Eligibility Criteria.

Newport City Council has said that it will meet needs in the Critical and Substantial bands.

If your needs are assessed as being moderate or low, we are unable to provide direct services but we will provide advice and information and, if appropriate, signpost you to organisations who may be able to help.

**How do we decide if someone is eligible for care services?**

If someone contacts us requesting care for themselves or on behalf of someone else, we follow a set process.

First, we will carry out a referral process to make sure the person has a social care need. This is usually done over the phone or face-to-face if they are in hospital.

Once this is completed and it has been identified that the person has a social care need we will then undertake a full care assessment and financial assessment. The care assessment looks in some detail at your situation and will compare it against the bands of need (Critical, Substantial, Moderate or Low). These bands are explained later in this document.

The person who carries out your assessment will tell you if you qualify for services and let you know in writing.
How is Eligibility Criteria used?
The Eligibility bands help the person carrying out your assessment to understand the level of your needs, but don’t say how they should be met. In line with Welsh Government policy, we will aim to help a person regain as much independence and control over their lives as soon as possible.

Will all of my needs be met if I have one qualifying need?
No, the Council will only be able to meet those needs which are within the critical and substantial bands.

Definitions

Advocate
This is someone else who is prepared to represent you and your views; it can be a relative, a friend, a person from an advocacy service or legal representative.

Eligibility Criteria
This is a tool that is used by the Councils in England and Wales to help them determine which people have similar levels of need and are eligible for social care services.

Assessment
This is when an appropriate person collects information from yourself and possibly other people who are involved in your situation. This is in order to identify if or whether you may need help. The information will be recorded on a form, and you will be given a copy.

Summary of Eligibility Criteria

When a need for social care services is being assessed four main factors of independence are considered

Autonomy:
This is about how able a person is to control their own situation, to take in information and make choices based upon it.

Health and Safety:
This is about any risks to mental and physical health and well-being of the person, and works towards maintaining and preventing deterioration in health.
Safety is looked at in two ways:

- Keeping the person safe from harm, which could be caused by themselves or others;
- Keeping others (including family members) safe from harm caused by the person

Harm can be caused on purpose or accidentally.

Managing Daily Routines:
This is about how able a person is to look after their own personal care, domestic needs and other daily routines; their ability to look after independent family members or others close to them.

Involvement:
This is about a person’s involvement in work, education and learning, family life, social networks and community activities. It recognises a person’s need to carry out their social roles and responsibilities, including parenting and caring.

When all these factors have been looked at, your needs will be summarised according to the following bands

CRITICAL:
Life is, or could be, threatened; and/or

- There are, or could be, major physical or mental health problems; and/or
- There is, or could be, a great loss of choice and control over vital aspects of the person’s environment; and/or
- Abuse or neglect (self or other) has happened or is likely to happen; and/or
- The person is, or could be, unable (physically or mentally) to carry out vital personal care, domestic or day or day routines; and/or
- Vital involvement in work, education or learning is, or could be, at great risk of not being sustained; and/or
- Vital social support systems and relationships can’t or won’t be sustained; and/or vital family and social roles and responsibilities can’t or won’t be carried out
SUBSTANTIAL:
There are, or is likely to be, significant physical or mental health problems; and/or

- There is, or could be, significant loss of choice and control over the immediate environment; and/or
- There is, or could be, an inability (physical or mental) to carry out most personal care, domestic or other day to day routines; and/or
- There is, or could be, a risk that involvement in many aspects of work, education or learning, can’t be sustained; and/or
- There is, or could be, a risk to most social support systems and relationships; and/or
- The person can’t, or will be unlikely to be able to, carry out some significant family and social roles and responsibilities that are important to them and others

MODERATE:
There is, or could be, some inability (physical or mental) to carry out several domestic or other routines; and/or

- There is, or could be, a risk that several aspects of work, education or learning are not being sustained; and/or
- There is, or could be, a risk to several social support systems and relationships; and/or
- The person can’t, or will be unlikely to be able to, undertake several family and social roles and responsibilities

LOW:
There is, or could be, some inability (physical or mental) to carry out one or two domestic or other routines; and/or

- Involvement in one or two aspects of work, education or learning can’t or won’t be sustained; and/or
- One or two social support systems and relationships are, or could be, at risk of not being sustained; and/or
- The person can’t, or will be unlikely to be able to, undertake one or two family and social roles and responsibilities

What happens if I disagree with the decision made about whether my needs qualify for services?
Contact the person who carried out the assessment and ask for an appeal of the decision. They will contact the relevant manager who will look at all information. Following due process, the decision will be upheld or amended.

If the decision remains upheld and you are still not happy with the decision, you can ask the Quality Assurance Panel to review the decision at the Eligibility Board. The Board will again look at all information; and they may ask for further information. The decision will be upheld or amended.
Other Sources of Information and Help
A wide range of voluntary organisations provide independent advice and assistance. Contacting them will help to give you information on your rights.

How to contact us
Telephone: 01633 656 656

Email: info@newport.gov.uk

Write to: Information Station, Old Station Building, Queensway, Newport NP20 4AX

Opening Hours: Monday – Friday 8.30am – 5.30pm

Visit: www.newport.gov.uk/socialcare

If you would like this information in another language or format, please contact the Social Services Public Information Officer on 01633 656 656

Email: swhinfo@newport.gov.uk