

A guide to eligibility criteria for adults and older people

LOW

MODERATE

SUBSTANTIAL

CRITICAL

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Introduction

This document explains how West Lothian Council will decide whether or not you are eligible for paid social care support(s).

Eligibility Criteria

Eligibility criteria defines the thresholds that a person must meet in order to be considered for the provision of individual services and support.

There are 4 bands of risk identified they are:



The substantial and critical bands describe situations where a person's independence is most at risk and where there are vital needs, which must be met if the person is to live safely and independently.

Why we need eligibility criteria

It is important that the council uses its resources to support the increasing demand for services and the people most at risk of losing their independence if their needs are not addressed.

Eligibility criteria ensures that:

- Everyone who asks for services or support is assessed according to their needs and those most at risk are prioritised
- Everyone understands how decisions are made about their eligibility for access to services or support

What does this mean for someone trying to access adults and older people's services?

There are 4 bands which describe the seriousness of the risk to independence:



Anyone in West Lothian whose needs and outcomes are assessed as critical or substantial will be eligible for access to paid services and support.

If, after assessment, your needs are within the moderate or low category and do not meet our criteria for access to paid services or support, you will be provided with information and advice on other possible sources of help.

Definition of Low Risk



Few health and wellbeing problems indicating **low risk** to independence.

Difficulty with one or two aspects of personal care, domestic routines and/or home environment indicating little risk to independence.

Able to manage **most** aspects of basic domestic activities.

Difficulty undertaking **one or two aspects** of work/learning/education/family and or social networks indicating **little risk to independence**.

Carer able to manage most aspects of their caring role.

Definition of Moderate Risk



Some health and wellbeing problems indicating some risk to independence and/or intermittent distress – potential to maintain health and wellbeing with minimum intervention.

Unable to do some aspects of personal care indicating some risk to independence.

Able to manage some aspects of domestic activities indicating some risk to independence.

Able to manage some aspects of home environment/family/social role indicating some risk to independence.

Carer able to manage some aspects of their caring / family / domestic / social role – may be potential risk to carer's own health and wellbeing identified.

Carer relationship with cared-for person maintained, but at times under strain.

Definition of Substantial Risk



Significant health and wellbeing problems causing significant risk of harm or danger to self or others.

Harm or neglect has occurred or is strongly suspected, including financial harm and discrimination.

Significant risk of danger to self or others as unable to manage domestic routines or personal care, or sustain involvement in work/education/learning or family/ social roles and responsibilities

causing a significant risk to independence.

Carer has significant physical/ mental health difficulties due to the impact of their caring role causing significant harm or risk of danger to self or others.

Significant risk of breakdown in relationship between carer and person, resulting in carer being unable to sustain many aspects of their caring role.

Definition of Critical Risk



Major health and wellbeing problems which cause life threatening harm or danger to self or others.

At risk of harm or neglect has occurred or is strongly suspected and the individual needs protective intervention by social work services (this includes financial abuse and discrimination).

Unable to do vital or most aspects of personal care causing major harm or danger to self or others.

Unable to manage many aspects of domestic routine causing major harm

or danger to self or others or major risk to independence.

Unable to sustain involvement in vital aspects of work/education/learning causing severe loss of independence.

Carer has major physical/mental health difficulties due to the impact of their caring role causing life threatening harm or danger to self or others and there are no other alternative supports available.

A complete breakdown in the relationship between the person and their carer.

What affects a person's independence?

A person's independence is affected if their social care or health needs prevent them from achieving goals and outcomes which are important to them in their life.

These could include:

- Being healthy safe and well
- Exercising choice and control
- Personal dignity and respect
- Making a positive contribution to family and community life

These are the categories that we look at when assessing your eligibility.

How to request an assessment

When someone contacts us to ask social care support we call this a referral.

Anyone can contact us to make a referral – you can do this yourself or, if you prefer, a relative, carer, friend, GP or other professional can make contact on your behalf.

At the initial point of contact we will begin your assessment - this is where we start to gather information about you. This will help us to understand what your needs are and establish your eligibility for support.

It may be that we will need to arrange a visit to gather more information, in some cases more than one visit will be needed. If you wish you can have someone present with you during the assessment visit.

As your care needs, outcomes and eligibility are identified, we will discuss the full choice of options that are available to you about how to best meet those care needs and outcomes.

For further information, or to make a referral please phone **01506 284848** or email **adultsocialcare@westlothian.gov.uk** or visit **www.westlothianchcp.org.uk**

Contacting Adult Social Care

☎ Telephone:

01506 284848

✉ Email:

adultsocialcare@westlothian.gov.uk

Complaints

We define a complaint as any expression of dissatisfaction with the services provided by, or on behalf of, West Lothian Council Social Policy Services. We will always consider any complaint

.Anyone who receives, requests, or is affected by our social services can make a complaint. This is not restricted to 'service users' and their relatives or representatives, but may include people who come into contact with or are affected by these services.

For more information on how to complain please use the following web address which will take you to our complaints procedure and leaflet.

<http://intranet.westlothian.gov.uk/article/11242/Complaints>

If you require this information in Braille, tape, large print or community languages contact us on 01506 280 000.