

Factsheet

Fair Access to Care Services Eligibility Criteria

Are you eligible to receive a service from Adult Social Care?

When you are assessed by Adult Social Care, we use a set of eligibility criteria to define who is able to receive community care services. These criteria are set out in national guidelines from the Department of Health called "Fair Access to Care Services".

Fair Access to Care Services

The Government's Fair Access to Care Services guidance sets out the criteria which all local authorities must follow when assessing new and existing service users aged 18 and over.

This helps us to ensure that those in greatest need and at the highest risk receive services, and that everyone who requests a service is dealt with fairly.

Eligibility criteria are used to establish the level of risk to independence in these four areas:

- Health, safety and freedom from harm, abuse and neglect.
- Autonomy and freedom to make choices.
- The ability to manage personal and other daily routines.
- Involvement in family and wider community life, including hobbies, leisure, unpaid and paid work, learning and volunteering.

We will also take into account:

- Help you have from carers and other agencies.
- Any assistive equipment which you may have to support your independence.
- Risks faced by others such as your family carers.
- Which risks are acceptable to you which are a natural part of independent living.

What happens next?

We will consider the level of risk to your independence in the four main areas listed above and determine which of the following eligibility bands apply:

- Critical
- Substantial
- Moderate
- Low

Cumbria County Council's policy is that if your assessment indicates a level of risk to your independence which fall within the critical or substantial eligibility criteria, the council will provide a service to meet those needs.

However, those needs which are assessed as falling within the moderate or low bands will not qualify for services from Cumbria County Council. Instead we will provide information and advice about other organisations who may be able to help.

What happens if my needs change?

If your circumstances change or your situation becomes more difficult you should contact your local Adult Social Care office and ask for an assessment.

Alternatively, if we have been providing services to you but a review shows your situation has improved and you no longer meet the eligibility criteria, the services we provide may cease. We will provide you with information and advice about other sources of help.

Risks to Independence

These are the categories of levels of risk to independence and are used to determine your eligibility for social care services:

Critical – when

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

Substantial – when

- Abuse or neglect has occurred or will occur.
- Involvement in many aspects of work, education or learning cannot or will not be sustained.

- The majority of family and other social roles and responsibilities cannot or will not be undertaken.
- The majority of social support systems and relationships cannot or will not be sustained.
- There is, or will be, an inability to carry out the majority of personal care or domestic routines.
- There is, or will be, only partial choice and control over the immediate environment.

Moderate – when

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

Low – when

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

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