

## APPENDIX 1

ELIGIBILITY CRITERIA FOR ADULTS  
AND COMMUNITY CARE SERVICES IN  
EAST DUNBARTONSHIRE COUNCIL

## **ELIGIBILITY CRITERIA**

Eligibility criteria recognise urgency and risk as factors in the determination of eligibility for community care services. Where an individual is eligible, the urgency of that individual's needs should be kept in focus in determining how to respond to the care needs assessment or on-going review. It is fundamental to the approach set out in this guidance that those individuals who require services will not simply be placed in a date order queue. Response to need will be informed by the continuing systematic review of each individual's needs, including consideration of how urgently service provision is called for and what interim measures may be appropriate pending a more permanent response.

Eligibility criteria are a method for deploying limited resources in a way that ensures that those resources are targeted to those in greatest need, while also recognising the types of low level intervention that can be made to halt the deterioration of people in less urgent need of services.

This Council already has in place policy and procedures around eligibility criteria which were adopted in February 2003.

These procedures largely retain the principles and framework of the existing policy whilst providing some additions in the light of the implementation of Free Personal Care.

The principles guiding practice in the existing policy are that services provided or funded by this local authority are intended to:

- retain, support and promote maximum independence
- intervene no more than absolutely necessary
- compensate for the absence of alternative support or complement existing support
- take full account of the risk to the individual if the service is not provided
- take account of local informal community resources

The policy further states that consideration should only be given to providing services when:

- the individual is unable to meet the need themselves and they do not have access to adequate support from relatives, friends, neighbours and informal carers
- no other statutory agency has a duty to meet that need
- failure to respond to the needs of the carer will threaten his or her ability, capacity or wishes to continue in the caring role
- failure to respond to that need would place the individual in a situation of unmanageable or unreasonable risk

The framework set out below considers both (a) the severity of the risks and (b) the urgency for intervention to respond to the risks. Some levels of risk will call for the provision of services as a high priority whilst others may call for some service provision, not as a high priority but managed and prioritised on an ongoing basis. Some may not call for any social care service at all as engagement in local community activities may be the most appropriate way of addressing the need. In other circumstances, the assessment may indicate a potential requirement for service provision in the longer term which requires to be kept under review. As part of the process for assessment and considering whether an individual's needs call for the provision of services social work staff will consider how each individual's needs match against eligibility criteria in terms of severity of risk and urgency for intervention.

The eligibility framework prioritises risks into 4 bands: critical, substantial, medium and low:

### **Intensity of Risk**

**Critical Risk:** Indicates that there are major risks to an individual's independent living or health and well-being likely to call for the immediate\* or imminent\* provision of social care services (high priority).

**Substantial Risk:** Indicates that there are significant risks to an individual's independence or health and wellbeing likely to call for the immediate or imminent provision of social care services (high priority).

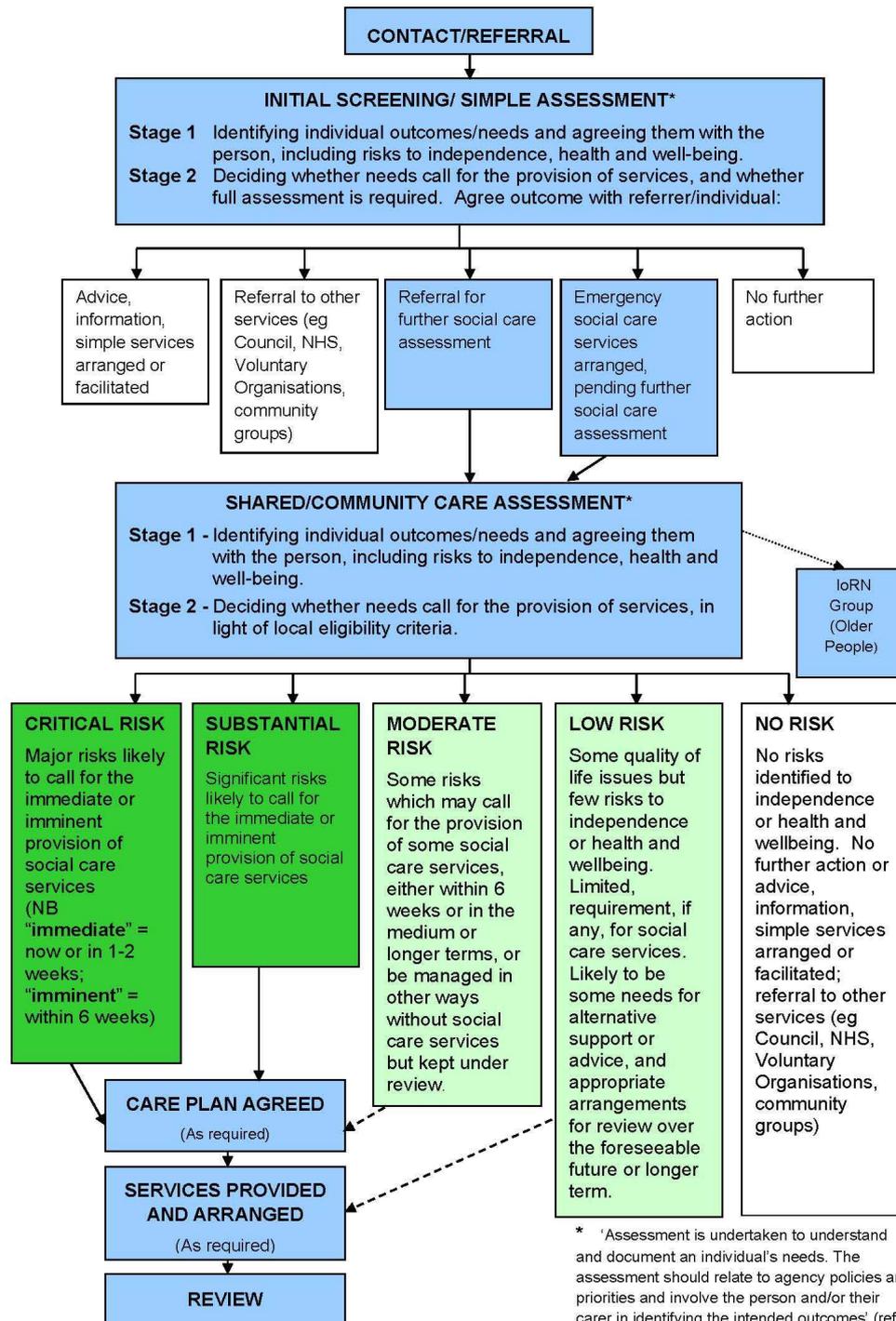
**Moderate Risk:** Indicates that there are some risks to an individual's independence or health and wellbeing. These may call for the provision of some social care services managed and prioritised on an ongoing basis or they may simply be manageable over the foreseeable future\* without service provision, with appropriate arrangements for review.

**Low Risk:** Indicates that there may be some quality of life issues, but low risks to an individual's independence or health and wellbeing with very limited, if any, requirement for the provision of social care services. There may be some need for alternative support or advice and appropriate arrangements for review over the foreseeable future or longer term.

In these definitions, the timescale descriptions (marked \*) are used to indicate that services are likely to be required as follows:

- **Immediate** – required now or within approximately 1-2 weeks;
- **Imminent** – required within 6 weeks;
- **Foreseeable future** – required within next 6 months;
- **Longer term** – required within next 12 months or subsequently.

The following diagram illustrates how the intensity of risk and access to care services is determined using the standard eligibility



The above framework acknowledges that, in managing access to finite care resources, local authorities and their local partners focus first on those people assessed as having the most significant risks to their independent living or well-being. Where people are assessed as being in the ‘critical’ and ‘substantial’ risk categories their needs will generally call for the immediate or imminent provision of services. Those clients will receive them as soon as reasonably practicable and, in the case of older people in need of personal or nursing care services, not later than six weeks from the confirmation of need for the service.

### Definition of Risk Factors

The following table provides definitions of risk factors for each of the bands in the national eligibility framework adopted by this Council.

**Table 1: Definitions of Risk / Priority**

<b>CRITICAL (High)</b>	<b>SUBSTANTIAL</b>	<b>MODERATE (Medium / Preventative)</b>	<b>LOW (Low/ Preventative)</b>
<b>Risks relating to neglect or physical or mental health</b>			
Major health problems which cause life threatening harm or danger to client or others.	Significant health problems which cause significant risks of harm or danger to client or others.	Some health problems indicating some risk to independence and/or intermittent distress, potential to maintain health with minimum interventions.	Few health problems indicating low risk to independence, potential to maintain health with minimum interventions
Serious abuse or neglect has occurred or is strongly suspected and client needs protective intervention by social care services (includes financial abuse and discrimination).	Abuse or neglect has occurred or is strongly suspected (includes financial abuse and discrimination).	Vulnerable person need to raise their awareness to potential risks of abuse	Preventive measures including reminders to minimise potential risk of abuse
<b>Risks relating to personal care /domestic routines /home environment</b>			
Unable to do vital or most aspects of personal care causing a major harm or danger to client or others or major risks to independence.	Unable to do many aspects of personal care causing significant risk of danger or harm to client or others or there are significant risks to independence.	Unable to do some aspects of personal care indicating some risk to independence.	Difficulty with one or two aspects of personal care, domestic routines and/or home environment indicating little risk to independence.

Unable to manage the most vital or most aspects of domestic routines causing major harm or danger to client or others or major risks to independence.	Unable to manage many aspects of domestic routines causing significant risk of harm or danger to client or others or significant risk to independence.	Able to manage some aspects of domestic activities indicating some risk to independence.	Able to manage most aspects of basic domestic activities
Extensive/complete loss of choice and control over vital aspects of home environment causing major harm or danger to client or others or there are major risks to independence.	Substantial loss of choice and control managing home environment causing a significant risk of harm or danger to client or others or a significant risk to independence.	Able to manage some aspects of home environment, leaving some risk to independence.	Able to manage most basic aspects of home environment
<b>Risks relating to participation in community life</b>			
Unable to sustain involvement in vital aspects of work/ education/ learning causing severe loss of independence.	Unable to sustain involvement in many aspects of work/ education/ learning causing a significant risk to losing independence.	Unable to manage several aspects of involvement in work/ learning /education and this will, in the foreseeable future, pose a risk to independence.	Has difficulty undertaking one or two aspects of work/learning / education / family and/or social networks indicating little risk to independence.
Unable to sustain involvement in vital or most aspects of family /social roles and responsibilities and social contact causing severe loss of independence.	Unable to sustain involvement in many aspects of family /social roles and responsibilities and social contact causing significant distress and/or risk to independence.	Able to manage some of the aspects of family / social roles and responsibilities and social contact, that pose some risk to independence.	Able to manage most of the aspects of family / social roles and responsibilities and social contact, that pose some risk to independence.
<b>Risk relating to carers</b>			
Carer has major physical/mental health difficulties due to the impact of their role as a carer causing life threatening harm or danger to themselves or others.	Carer has significant physical / mental health difficulties due to the impact of their role as a carer causing significant risk of harm or danger to themselves or others.	Carer able to manage some aspects of the caring / family / domestic / social roles. Potential risk to breakdown of their own health identified.	Carer able to manage most aspects; has difficulty undertaking one or two aspects of their caring / domestic role but with low risk.

There is a complete breakdown in the relationship between client and carer and carer is unable to continue caring or has difficulty sustaining vital or most aspects of their caring role.	There is a significant risk of breakdown in the relationship between client and carer and carer is unable to sustain many aspects of their caring role.	Relationship maintained although at times under strain between client and carer/ limiting some aspects of the caring role.	Relationship maintained between client and carer by limiting aspects of the caring role.
Carer is unable to manage vital or most aspects of their caring / family / work / domestic / social roles and responsibilities.	Carer is unable to manage many aspects of their caring / family / work / domestic / social roles and responsibilities.	Carer is able to manage some aspects of their caring / family / work / domestic / social roles and responsibilities	Carer is able to manage most aspects of their caring / family / work / domestic / social roles and responsibilities

### **Moderate and low risks**

It remains the responsibility of this local authority to assess the potential needs of each individual and consider whether those needs call for the provision of some social care service. An individual client may be assessed as having being at ‘moderate’ or ‘low’ risk, but this may still be considered by the Council to require the provision of services. If so, the urgency for such intervention will require to be considered in determining how to respond to the care needs assessment or on-going review.

As previously stated, it is not considered appropriate simply to place individuals who require services in a date order queue. Response to need will be informed by the continuing systematic review of each individual’s needs, including consideration of how urgently service provision is called for and what interim measures may be appropriate pending a more permanent response.

The Council and our partners will consider whether the provision of services or equipment or other interventions might help prevent or reduce the risk of an individual’s needs becoming more intensive and will operate clear arrangements for meeting, managing or reviewing the needs of individuals who are not assessed as being at ‘critical’ or ‘substantial’ risk, including:

- adopting a strong preventative approach to help avoid rising levels of need;
- embedding preventative strategies at every level of the social care system, informed by assessment of local needs and created in partnership with relevant agencies;
- timely investment in re-ablement services, therapy, intermediate care and assistive technologies to reduce the number of people requiring ongoing social care support;
- an actively managed waiting list for those who are intended to receive service provision;
- a clear timescale for review of needs arising from the care needs assessment;
- provision of advice on alternative sources of support and request to contact relevant referring agent if needs change.
- clear information for customers about the support they will receive based on the care needs assessment