

# Fair Access to Care



## Eligibility Criteria for Adult Social Care

### Background

The Welsh Assembly Government have given guidance to all local authorities in Wales to follow when carrying out their community care duties. The guidance aims to create fair access to care services throughout Wales.

### Definitions

- **Eligibility Criteria**

This is a tool that is used by the Council to determine what levels of need are eligible (or qualify) for a service.

- **Assessment**

This is when a trained person collects information from you and possibly other people who are involved in your situation in order to identify whether you may need help and support. With your consent the information will be recorded both on a form and electronically.

### How do we decide if you qualify for care services?

When you contact the Adult Social Care Department and tell us why you feel that you, or someone else, need a care service, we will carry out an assessment.

After the assessment we will look at your situation and compare it against the bands of needs (**Critical, Substantial, Moderate** and **Low**) explained in this leaflet, and decide which needs qualify for a service.

**This leaflet is available in other media formats.  
For more details please contact Customer Services  
Telephone: 0800 5876708**

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The money available to the Council to provide services is limited and targeted towards those in greatest need. The Council makes a statement to say which needs qualify for services, according to the bands mentioned above – this is called an **Eligibility Criteria**. Wrexham County Borough Council has said that it will meet needs in the **Critical, Substantial** and **Moderate** bands.

If your needs are assessed as being **Low**, we will provide advice and information and, if appropriate, signpost you to other sources of assistance.

The person who carries out your assessment will inform you if you qualify for services and let you know in writing.

The Council will review its criteria at least once a year, when it will decide if changes are needed.

## **How is Eligibility Criteria used?**

The bands of needs help the person carrying out your assessment to understand the level of your needs, but do not say how they should be met. The bands are applied flexibly according to your particular situation and will be discussed and agreed between you and the assessor.

## **Summary of the Eligibility Criteria**

**When your need for Social Care Services is being assessed, four main factors of independence are considered:**

### **1. Autonomy**

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

### **2. Health and safety**

This is about any risks to the 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.

### **3. 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 dependent family members or others close to them.

### **4. 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 to 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 are 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 you disagree with the decision made about whether your needs qualify for services?****Step 1**

Inform the person who assessed you or their Manager, if you are not happy with the outcome, and ask for an explanation about how the decision was reached.

**Step 2**

If you remain dissatisfied, contact Customer Services who will arrange for the relevant Manager to look at all information and discuss with you what action they are going to take. Contact details for Customer Services are:

Customer Services  
Wrexham County Borough Council  
Adult Social Care Department  
Crown Buildings  
31 Chester Street  
Wrexham  
LL13 8ZE  
Telephone: 0800 5876708  
Email: [socialservices@wrexham.gov.uk](mailto:socialservices@wrexham.gov.uk)