



Eligibility for Care and Support in Cumbria

About this factsheet

This factsheet is for adults living in Cumbria who need help with their care and support now or who think they may need this in the future. It is also for carers, like family and friends, who help look after other people.

Care and support is the help some people need to live as well as possible with any illness or disability they may have. It can include help with things like washing, dressing, eating, getting out and about and keeping in touch with friends and family.

The Care Act has introduced a national eligibility threshold for care and support which means that all councils will consider the same level of care and support needs when they assess what help they can provide.

This factsheet tells you how the eligibility threshold works and what is taken into account when we decide who is eligible for care and support. It describes eligibility for people receiving care and support and also care and support for carers.

There is a separate booklet “Care and Support in Cumbria” that explains about how we can help with your care and support needs.

In this booklet:

- when we say ‘you’, we mean someone receiving or interested in care and support; and
- when we say ‘we’ or ‘us’ we mean Adult Social Care, part of Cumbria County Council’s Health and Care Services Directorate.

Getting an assessment

To find out if you are eligible for care and support you will need to have an assessment. There are two kinds of assessment:

- an assessment of your own care and support needs; and
- a carer’s assessment, if you are looking after someone else.

Assessments of your own needs are carried out by a member of our staff such as a Social Worker, Social Care Worker or Occupational Therapist. You can ask for an assessment at your local Adult Social Care office.

Carer’s assessments are carried out by carer’s organisations linked to Carers Support Cumbria. You can ask for a carer’s assessment from your local carer’s organisation. You can also ask for a carer’s assessment from our staff through your local Adult Social Care office. You will find contact details at the end of this booklet.

Eligibility – your own care and support needs

To decide if you are eligible, we will consider three questions:

1. Do your needs arise from or are related to a physical or mental impairment or illness?
2. Do your needs mean you are unable to achieve two or more of the outcomes listed below?
3. Does not being able to achieve these outcomes result, or is likely to result, in a significant impact on your wellbeing?

To be eligible for care and support from us, we will need to answer 'yes' to all three of these questions.

Taking each question in turn:

Do your needs arise from or are related to a physical or mental impairment or illness?

A physical or mental impairment or illness could be the result of physical, mental, sensory, learning or cognitive disabilities or illnesses, substance misuse or brain injury. We should be able to assess this without a formal diagnosis.

Do your needs mean you are unable to achieve two or more of the following outcomes?

Here are the outcomes considered by the eligibility threshold:

- a) managing and maintaining nutrition;
- b) maintaining personal hygiene;
- c) managing toilet needs;
- d) being appropriately clothed;
- e) being able to make use of the home safely;
- f) maintaining a habitable home environment;
- g) developing and maintaining family or other personal relationships;
- h) accessing and engaging in work, training, education or volunteering;
- i) making use of necessary facilities or services in the local community including public transport and recreational facilities or services; and
- j) carrying out any caring responsibilities you have for a child.

By 'unable' we mean:

- you are unable to achieve the outcome without assistance;
- you are able to achieve the outcome without assistance but doing so causes you significant pain, distress or anxiety;
- you are able to achieve the outcome without assistance, but doing so endangers or is likely to endanger the health or safety of yourself or others; and/or
- you are able to achieve the outcome without assistance but this takes significantly longer than would normally be expected.

Does not being able to achieve these outcomes result, or is likely to result in a significant impact on your wellbeing?

'Wellbeing' is a broad concept, and we describe it as relating to the following areas in particular:

- a) your personal dignity (including being treated with respect);
- b) your physical and mental health and emotional wellbeing;
- c) protecting you from abuse and neglect;
- d) your control over day-to-day life (including control over care and support provided and the way it is provided);
- e) your participation in work, education, training or recreation;
- f) your social and economic wellbeing;
- g) domestic, family and personal;
- h) the suitability of your living accommodation; and
- i) your contribution to society.

By 'significant impact' we mean:

- your inability to achieve the outcomes impacts on at least one of the areas of wellbeing (as listed below); or
- the effect of this impact on a number of the areas of wellbeing means that there is a significant impact on your overall wellbeing.

Eligibility – for your care and support needs as a carer

The eligibility threshold for care and support needs as a carer follows a similar approach. To decide if you are eligible, we will consider three questions:

1. Do your needs arise as a consequence of providing necessary care for an adult?
2. Do your needs mean:
 - a. your physical or mental health is, or is at risk of, deteriorating; or
 - b. you are unable to achieve any of the outcomes listed below?
3. Does this impact on your health or not being able to achieve these outcomes result, or is likely to result in a significant impact on your wellbeing?

To be eligible for care and support from us, we will need to answer 'yes' to all three of these questions.

Taking each question in turn:

Do your needs arise as a consequence of providing necessary care for an adult?

By 'necessary', we mean providing care and support to meet the needs of an adult who is not able to meet these needs themselves. Also, the carer can be eligible for care and support irrespective of whether the adult for whom they care has eligible needs.

Do your needs mean (a) your physical or mental health is, or is at risk of, deteriorating or (b) you are unable to achieve any of the outcomes listed below?

Here are the outcomes considered by the eligibility threshold:

- a) carrying out any caring responsibilities you have for a child;
- b) providing care to other persons for whom you provide care;
- c) maintaining a habitable home environment;
- d) managing and maintaining nutrition;
- e) developing and maintaining family or other significant personal relationships;
- f) accessing and engaging in work, training, education or volunteering;
- g) making use of necessary facilities or services in the local community including recreational facilities or services; and
- h) engaging in recreational activities.

By 'unable' we mean:

- you are unable to achieve the outcome without assistance;
- you are able to achieve the outcome without assistance, but doing so causes or is likely to cause significant pain, distress or anxiety; or
- you are able to achieve the outcome without assistance but doing so is likely to endanger your health or safety or any adults or children for whom you provide care.

Does (a) the impact on your health and/or (b) not being able to achieve these outcomes, result or is likely to result in a significant impact on your wellbeing?

'Wellbeing' is a broad concept, and we describe it as relating to the following areas in particular:

- a) your personal dignity (including being treated with respect);
- b) your physical and mental health and emotional wellbeing;
- c) protecting you from abuse and neglect;
- d) your control over day-to-day life (including control over care and support provided and the way it is provided);
- e) your participation in work, education, training or recreation;
- f) your social and economic wellbeing;
- g) domestic, family and personal;
- h) the suitability of your living accommodation;
- i) your contribution to society.

By 'significant impact' we mean:

- your needs and inability to achieve the outcome(s) impacts on at least one of the areas of your wellbeing in a significant way (as listed below); or
- the impact on a number of the areas of wellbeing is such that they have a significant impact on your overall wellbeing.

What happens next - care and support planning

If you are eligible for care and support from us, we will then work with you to develop a 'promoting independence' care and support plan. If you prefer, you can produce your own plan or you can ask a relative, friend or someone else to help you.

There is a separate booklet "Care and Support in Cumbria" that explains care and support planning and the whole process of arranging care and support for you.

Where to find out more

Adult Social Care:

If you live in **Allerdale** borough area, call:

Allerdale

01900 706301

Keswick

01768 812233

Or you can email

workingtonssd@cumbria.gov.uk

If you live in the **Carlisle** city are, call:

Carlisle

01228 221590

Or you can email

carlislessd@cumbria.gov.uk

If you live in the **Copeland** borough area, call:

Copeland

01946 506352

Or you can email

whitehavenssd@cumbria.gov.uk

If you live in the **Eden** district area, call:

Eden

01768 812233

Or you can email

penrithssd@cumbria.gov.uk

If you live in the **Furness** area, call:

Furness

01229 407446

Or you can email

barrowssd@cumbria.gov.uk

If you live in the **South Lakeland** district area, call:

Kendal and South Lakes

01539 713378

Ulverston and High Furness

01229 407446

Or you can email

kendalssd@cumbria.gov.uk

Carers' organisations (linked to Carers Support Cumbria):

Carlisle Carers

Carers Resource Centre

1st Floor

Fusehill Medical Centre

Fusehill Street

Carlisle CA1 2HE

t: **01228 542156**

e: **admin@carlislecarers.co.uk**

w: **www.carlislecarers.com/**

South Lakeland Carers

Unit 16

Shap Road Industrial Estate

Kendal LA9 6NZ

t: **01539 815970**

e: **admin@slcarers.org.uk**

w: **www.slcarers.org.uk**

Eden Carers

The Office

Mardale Road

Penrith CA11 9EH

t: **01768 890280**

e: **enquiries@edencarers.co.uk**

w: **www.edencarers.co.uk**

West Cumbria Carers

Suite 7F

Lakeland Business Park

Lamplugh Road

Cockermouth CA13 0QT

t: **01900 821976**

e: **general@westcumbriacarers.co.uk**

w: **www.westcumbriacarers.co.uk**

Furness Carers

Hindpool Community Centre

Nelson Street

Barrow-in-Furness LA14 1NF

t: **01229 822822**

w: **www.furnesscarers.co.uk**

If you have an **emergency** during office hours, contact your practitioner or your local Adult Social Care office. We are open 9.00am to 5.00pm Monday to Thursday and 9.00am to 4.30pm on Friday.

If you have an emergency when our offices are closed, ring our Emergency Duty Team on 01228 526690. They cover the whole of Cumbria and work overnight, at weekends and bank holidays.

Websites:

Cumbria Support Directory – this is an online directory of care and support services available to people in Cumbria www.cumbriasupportdirectory.org.uk

Adult Social Care website - <http://www.cumbria.gov.uk/healthandsocialcare/adultsocialcare>

Booklets and factsheets:

Carers – People who look after others: describes arrangements for support for carers looking after people in Cumbria.

Direct Payments: describes in detail how Direct Payments work.

Eligibility for Care and Support in Cumbria: includes details of the national eligibility threshold we use to decide if you are eligible for care and support from us.

Guide to charges for community based services: describes how contributions are worked out for care and support for people living in their own homes

Guide to charges for residential accommodation: describes how contributions are worked out for care and support in residential and nursing homes

Individual Service Funds: describes in detail how Individual Service Funds work.

If you require this information in another format (e.g. Braille, audio or large print) or in another language, please let your Social Worker know or contact your local Adult Social Care office.

Glossary of terms

Assessment

We carry out an assessment with you to identify your care and support needs and the outcomes you'd like to achieve. It also helps us work out if you are eligible for care and support from the council and if so, how much money could be made available to meet the cost of this.

Care and Support

The help some people need to live as well as possible with any illness or disability they may have. It can include help with things like washing, dressing, eating, getting out and about and keeping in touch with friends and family.

Carer

This is someone who helps look after you. They might be a relative, a friend or a neighbour. Apart from state benefits, they will not be paid for the help they provide to you.

Eligibility threshold

This is nationally defined and used by all councils to ensure they all consider the same level of care and support needs when they assess what help they can give you.

Outcome

Something you want to achieve in your life.

Social Worker, Social Care Worker

People who work for us to carry out assessments and work with you to ensure your care and support needs are met.

Wellbeing

Defined by the Care Act to include your personal dignity, your physical and mental health and emotional wellbeing, protecting you from abuse and neglect, your control over your day-to-day life, your participation in work, education, training or recreation, your social and economic wellbeing, domestic, family and personal, the suitability of your living accommodation and your contribution to society.

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