

How can I contact Cumbria County Council Adult Social Care?

Visitors, telephone calls, letters & email through Cumbria County Council Adult Social Care offices:

Carlisle

Civic Centre
Rickergate
Carlisle CA3 8QG
Telephone 01228 227000
carlissd@cumbriacc.gov.uk

Allerdale

New Oxford Street
Workington
CA14 2LW
Telephone 01900 706325
workingtonsd@cumbriacc.gov.uk

South Lakeland

County Offices
Kendal LA9 4RQ
Telephone 01539 773377
kendalsd@cumbriacc.gov.uk

Eden

Friargate
Penrith
CA11 7NX
Telephone 01768 242242
penrithsd@cumbriacc.gov.uk

Copeland

Somerset House
Duke Street
Whitehaven CA28 7SQ
Telephone 01946 852852
whitehavensd@cumbriacc.gov.uk

Barrow-in-Furness

Market Street
Barrow-in-Furness LA14 2LH
Telephone 01229 894894
barrowssd@cumbriacc.gov.uk

All offices are **open**: 9.00am-5.00pm Monday to Thursday; 9.00am to 4.30pm on Friday

Please note: do not email us with emergency and urgent matters, these should be telephoned through to your local office.

Emergency telephone calls:

For emergencies outside office hours, at the weekend or during bank holidays, the Out of Hours Service can be contacted on **(01228) 526690**.

Textphone users:

Please use Tynetalk by dialling 18001 followed by the number you wish to speak to.

Information in other formats:

You can get a copy of this booklet in different formats such as large print, braille, audio, or in a different language by calling any of these offices.

Internet/web users:

You can find more information about Cumbria County Council Adult Social Care on our website at:
www.cumbria.gov.uk/adultsocialcare



This booklet has benefited from the views and comments of the Readers Panel

A guide to assessments and eligibility for services



About this booklet

We use *assessments of need* to discuss and agree with you what your social care needs are. These assessments are important because they help us decide if you are eligible (that is, if you qualify) for services from us. If you are, we will then discuss with you the different ways in which we can meet your needs. This booklet, published alongside the *Better Care Higher Standards* charter, tells you:

- how to ask for an assessment of your needs;
- what we will do at your assessment;
- how we will assess your needs;
- how we decide if you are eligible for services;
- how we discuss and agree with you what services we will arrange for you;
- what part you should play in this;
- how Direct Payments could help you;
- when we will review your care and how you can request a review;
- how to make a comment or complaint; and
- how to ask to see records we keep about you.

You may also find the *Better Care Higher Standards* charter useful as this tells you:

- how to find out what is available from health, social care, social security and housing; and
- what standards all these services work to and how they set targets to improve their performance.

We have a wide range of other information available, including booklets about our services and details of help available from other organisations. Please ask your social worker or Customer Services at your nearest Cumbria County Council Adult Social Care office. A list of our offices is on the back of this booklet.

How do I ask for an assessment of need?

If you do not have a social worker, please contact Customer Services at your nearest Cumbria County Council Adult Social Care office (see list of addresses on the back of this booklet). We will ask you for some details about yourself and any carers or relatives who help look after you. It will help us if you can give us as much detail as possible about what you can do as well as what you find difficult. From this, we will then work out what your problems are and who will be best placed to help you. If we can help, Customer Services will then arrange for you to see one of our staff for an assessment of need.

This may be a social worker or someone else depending on what you have asked for. If you prefer, you can ask someone like a friend or relative, your doctor or nurse to contact Customer Services on your behalf.

If you have a social worker (or occupational therapist), you can ask them for an assessment.

If you have a social worker but are unsure who it is or how to contact them, please contact Customer Services who will help you.

We will deal with emergency and urgent situations first. However, we aim to complete all assessments **within four weeks** of being asked for one.

What will my social worker do?

When they meet you, your social worker (or occupational therapist) will do three things:

- **Assess your needs** - we will discuss and agree with you what your needs are.
- **Decide if you are eligible for services** - we will compare your needs with our eligibility criteria to decide if you qualify for services.
- **Plan your care services** - We will discuss and agree with you how we will meet your needs.

This booklet will now describe each of these in turn.

How will you **assess** my needs?

At your assessment, we will discuss and agree with you, your needs and how these affect your ability to live a full and independent life. This will include discussing areas such as:

- what care tasks, eg. washing and dressing, can you do by yourself?
- what care tasks can you do if someone helps you?
- what care tasks are you unable to do at all?
- who helps and supports you at present?
- what is the best way of meeting your needs?
- how much help is your carer able to offer you?

With your permission, we will also involve your carers in your assessment. These may be members of your family, friends and anyone else who helps look after you. Your carer may also be eligible for an assessment of their needs as a carer. Please ask if you would like to know more about this.

How do you decide if I'm **eligible** for help?

To decide if you are eligible (that is, if you qualify) for help, we will compare your needs with our *eligibility criteria*. These are laid down by the Government and are quite complicated. It would be a good idea to ask your social worker to explain them to you.

We have to use these criteria because it isn't possible for us to help everyone who comes to us. The criteria help us to decide whose need is the greatest. Even if we can't help you directly, we will tell you about other organisations or people who might be able to help.

The rest of this section goes into more detail about how we use our eligibility criteria to decide who is eligible for help. The criteria are listed in full at the end of this booklet for those who wish to study them.

Our eligibility criteria have been produced to be consistent with the Government's guidelines called '*Fair Access to Care*'. You will see that the criteria are listed in terms of six areas of a person's needs. These areas are:

1. Health problems
2. Ability to control your environment
3. Abuse or neglect
4. Personal or domestic care
5. Social and employment
6. Dangers including any threat to life

For each of these areas, up to four different levels of need will be identified:

- Critical;
- Substantial;
- Moderate; and
- Low.

Against each of these levels, you will find a list of indicators. These will tell you what kind of needs a person should have in order to be considered to have needs at that level.

Having identified your needs during your assessment (see above), we will compare these against the different levels in the criteria. From this we will be able to decide whether your needs are critical, substantial, moderate or low.

Some people may find that they have different levels of need in different areas. For example, moderate 'Social and employment' needs and substantial 'Personal or domestic care' needs. For the purposes of deciding if someone is eligible for help, we will take the highest level of need. So in our example, we will consider the person has substantial needs (that is the higher level) when considering their eligibility for services.

Cumbria County Council have decided that they will meet the needs of people who fall into the 'Critical' and 'Substantial' levels. We will not be able to provide services to people in the 'Moderate' or 'Low' levels although we will tell them about other sources of help if we can.

This is only a guide and as you can see, the use of the eligibility criteria is quite complicated. Your social worker will tell you which categories of need you fall into. If you would like to know more about the eligibility criteria, please ask your social worker.

What **part** do I play?

You play an essential part. Knowing your views and wishes is very important to this process. If you have the opportunity before your assessment, you might want to think about:

- your needs,
- the problems you face and
- what kinds of results you would like your care to achieve.

With your permission, we will also take into account the views of your family, friends, carers and other people who know about your circumstances, such as your family doctor.

Some people may feel they need someone to help them put their views and wishes across. They could ask a friend or member of their family to do this. Alternatively, support workers or advocates are available from independent organisations such as local voluntary organisations.

What happens next?

If we have agreed that you are eligible for services from us, we will then discuss with you different ways in which your needs could be met. Where there are different ways of meeting your needs, we will encourage you (and any other people you would like to be involved) to tell us what you would prefer.

There are three ways in which social care services may be arranged for you:

- 1 we can arrange for services to be provided to you;
- 2 you can receive *Direct Payments* to allow you to arrange your own services; or
- 3 a combination of the two.

What will happen if I ask you to arrange my services?

If you ask us to arrange the services to be provided to you we will then draw up a *care plan*. The care plan will detail:

- what results your care is expected to achieve;
- the services you will get, and which organisation or individual will provide them;
- how often you will get services and for how long;
- what we will do if there is an emergency;
- which members of staff will be responsible for making sure you get these services; and
- when we will review your needs and services.

We will give you a written copy of your care plan. This information can also be made available in other formats on request.

How could Direct Payments help me?

Direct payments can offer you greater choice about the services you receive, who provides them and when. However, these also place responsibilities on you, for example to maintain financial records. Although we can make help available to you to manage your Direct Payments, these may not suit everyone.

A Direct Payment is money we can give you, in the place of services, to enable you to arrange services of your choice. You can use the Direct Payment to:

- employ your own staff;
- pay a care agency to provide you with services;
- arrange your own respite care (to offer you or your carer a break); or
- a combination of these.

You must spend your Direct Payment on the care we have agreed with you. You cannot use Direct Payments for other things like:

- clothes and food;
- savings; or
- long term residential care.

In most circumstances, you will not be able to use Direct Payments to buy care provided by your close relatives.

A Direct Payment will not affect your benefits.

Carers providing a substantial amount of care on a regular basis may also be able to receive Direct Payments.

If you have agreed with us to receive Direct Payments, you will be asked to produce your own care plan. (We can make help available to help you do this.) Your care plan will need to include details of the services you will arrange with your Direct Payments.

If you would like more information about Direct Payments, please ask us.

Will I have to pay for my services?

We will tell you the cost of services before you get them. Charges for services vary:

- some services are free, for example advice and information and visits by our staff;
- some have a set charge, for example Meals on Wheels and day services; and
- for others, people pay on a sliding scale according to their means, for instance, home care and care in a residential or nursing home.

What happens once I've started to receive services?

If you have just started to receive services, we will carry out a review of these within 3 months. The review will:

- check to see how well your services are meeting your needs as detailed in your care plan;
- revisit your assessment of needs to see if it is still accurate;
- check that you are still eligible for services;
- see if any changes to your care plan are necessary; and
- ensure your Direct Payments are being used to meet your needs (if you are receiving them).

Everyone receiving services should have a review at least once a year. In addition to these planned reviews, you can ask for a review at any time. To do this contact your social worker or Customer Services.

In addition to reviews, the amount of contact we have with you will depend on your needs. Just like our services, we only have a limited number of social workers and they have to work with people who need them the most. For example, we may need to be in regular and frequent contact with people with complex and changing needs. In these cases, our aim will be for the same social worker to keep in contact with you, even if you have to go into hospital. For people whose needs are stable and less complex, we may only be in touch during planned reviews of your services. In these cases, a social worker may no longer be involved in your case - we will tell you if this happens to you.

If you need to speak to someone about your case and you think you no longer have a social worker, please contact Customer Services.

Do you keep records about me?

To help our work, we have to keep some information about you on record. We keep this information to enable us to arrange services for you and to carry out our legal duties. The Data Protection Act 1998 gives you the right to see information we keep about you whether this is kept on computer or in writing. Please ask if you would like to know more.

What if I want to make a suggestion or complaint?

Through our **Compliments, Comments and Complaints Procedure**, you have the right to:

- compliment us on the way we have done things;
- make a comment or suggestion about how we can improve our services; or
- make a complaint about the service you have received if you are not satisfied.

Please ask us if you would like to know more.

Eligibility Criteria for social care

Area of need	Level of need	Indicators
Health problems	Critical (Significant health problems have developed or will develop)	<ul style="list-style-type: none"> • Challenging behaviour which places you or others at significant risk of harm
Control over environment	Critical (There is or will be little or no choice over vital aspects of the immediate environment)	<ul style="list-style-type: none"> • Seriously impaired short term memory • Due to your health problems or disability you need help with your care at any time throughout the day and/or night • You cannot/or need lots of help to get in and out of bed/chairs/wheelchairs, walk indoors, stand or bend • You are unable to request help or make your needs known • You do not have the ability to comprehend risks to you arising from your health problems, and/or cannot recognise risks in your environment to your personal safety
	Substantial (There is or will be only partial choice over the immediate environment)	<ul style="list-style-type: none"> • Due to your health problems or disability you need help with your care at least once a day/and or during the night • You cannot move in and out of bed/chairs/wheelchairs/walk indoors/stand or bed without use of equipment/assistance from others
Abuse or neglect	Critical (Serious abuse or neglect has occurred or will occur)	<ul style="list-style-type: none"> • Mistreatment of Adults procedures have been implemented • Interventions under the Mental Health Act have been implemented, for example Guardianship, Section 117 aftercare, supervised discharge
	Substantial (Abuse or neglect has occurred or will occur)	<ul style="list-style-type: none"> • Mistreatment of Adults procedures have been implemented following concern about abuse/neglect • Interventions under the Mental Health Act have been implemented, for example Guardianship, Section 117 aftercare, supervised discharge following concern about abuse/neglect

Area of need	Level of need	Indicators
Personal/domestic care	<p>Critical (There is or will be an inability to carry out vital personal care or domestic routines.)</p>	<ul style="list-style-type: none"> • You are unable to carry out vital personal care tasks such as eating, drinking, using the toilet, washing, dressing, during the day and/or night without lots of help and that help is not always available • You cannot undertake, or need lots of help in vital everyday practical tasks such as preparing meals, hot drinks, managing heating and finances and there is no one to provide the level of help you need • You are unable to manage vital personal care tasks without constant reminders/ prompting by others
	<p>Substantial (There is or will be an inability to carry out the majority of personal care or domestic routines.)</p>	<ul style="list-style-type: none"> • You are unable to carry out majority of personal care tasks without lots of help and that help is not always available • You need lots of help with the majority of everyday practical tasks such as managing finances, shopping and cooking and there is no-one to provide the level of help you need • You need constant reminders and prompting to ensure personal care and domestic routines are undertaken
	<p>Moderate (There is or will be an inability to carry out several personal care or domestic routines.)</p>	<ul style="list-style-type: none"> • You have or will have three or more personal care needs several times each week • You have or will have three or more domestic practical support needs several times each week.
	<p>Low (There is or will be an inability to carry out one or two personal care or domestic routines.)</p>	<ul style="list-style-type: none"> • You have one or two personal care needs each week • You have one or two domestic/practical needs each week

Area of need	Level of need	Indicators
Social and employment	<p>Critical</p> <ul style="list-style-type: none"> • (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. • Vital family and other social roles and relationships cannot or will not be undertaken.) 	<ul style="list-style-type: none"> • Your carer unable or unwilling to care or continue to care • Complete breakdown of essential support network (including broken or essential OT equipment) • Complete social isolation
	<p>Substantial</p> <ul style="list-style-type: none"> • (Your involvement in many aspects of work education or learning cannot or will not be sustained. • The majority of social support systems and relationships cannot or will not be sustained. • The majority of family and other social roles and relationships cannot or will not be undertaken.) 	<ul style="list-style-type: none"> • You live alone AND/OR • Carers/friends/family neighbours have limited contact • Cannot access essential facilities • You have behaviour that is noisy, disturbed or uncooperative • Your social isolation may be contributing to depression, anxiety and/or other mental health problems
	<p>Moderate</p> <ul style="list-style-type: none"> • (Your involvement in several aspects of work education or learning cannot or will not be sustained. • Several social support systems and relationships cannot or will not be sustained. • Several family and other social roles and relationships cannot or will not be undertaken.) 	<ul style="list-style-type: none"> • You need or will need some support some of the time to prevent your health/situation getting worse • You have several areas of work education or learning opportunities and need some assistance to access them • You are isolated from regular contact with family friends and neighbours
	<p>Low</p> <ul style="list-style-type: none"> • (One or two social support systems and relationships cannot or will not be sustained. • One or two family and other social roles and relationships cannot or will not be undertaken.) 	<ul style="list-style-type: none"> • You need some assistance to access one or two aspects of work education or learning opportunities to improve the quality of your life • You would like more contact with family friends and neighbours
Dangers and threats to life	<p>Critical</p>	<ul style="list-style-type: none"> • You are unable to gain access to help in an emergency • You are unable to recognise that things you do in or around your home place you or others at significant risk of harm (eg wandering at night, leaving gas on) • You are at serious risk of suicide • You have a severe mental illness which places you or others at significant risk of harm.