

# Department of Community Services

## Fair Access to Care Services Eligibility Criteria for Adult Community Care Services

Revised July 2006

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# **Part One**

# **Practice Guidance**



## 1.0 Introduction

This Practice Guidance sets out how Wiltshire County Council's Department of Adult & Community Services has implemented the Department of Health's Fair Access to Care Services: Guidance on Eligibility Criteria for Adult Social Care (2002). Full guidance is available in [www.doh.gov.uk/scg/facs](http://www.doh.gov.uk/scg/facs).

## 2.0 Background

### Key Aims

- One eligibility framework for all client groups including carers.
- One eligibility decision – a client should or should not be helped.
- A decision follows a community care assessment, which is proportionate to the presenting problem.
- The eligibility decision takes account of the current and likely future circumstances of an individual (preventative).
- The eligibility decision should not make assumptions about age, race or lifestyle and should therefore be non discriminatory.
- Care planning and service provision should meet assessed need in the most appropriate and cost effective way.
- People who are not eligible for a service should be given information and advice about alternative services.
- The eligibility criteria must be publicised to service users, carers and the general public.
- Regular reviews should ensure that people are still eligible for a service and/or their needs are still being met.

The Department of Health's eligibility framework is constructed around four factors which are key to maintaining an individual's independence over time. These are:

- Health and safety;
- Autonomy/choice;
- The management of daily routines;
- Involvement in family and community life.

The risks to independence are then grouped into bands of varying severity:

- Critical
- Substantial
- Moderate
- Low.

Each authority has the discretion to decide where it wants to draw the line for eligibility on the basis of what needs it will be able to meet within its available resources. This is called **threshold** (see appendix 1 on Dept of Health Eligibility Matrix).

### 3.0 Local Policy

Wiltshire's Fair Access to Care Services (FACS) Policy and Eligibility Framework applies to **all adults** where, following an assessment or review, there is a requirement to determine whether a person has social care needs which are eligible for the provision of service by the Department of Adult & Community Services (DACS). This policy sets out how decisions will be made in Wiltshire. It will:

- Be non-discriminatory
- Be applied equally across **all** adult service user groups including adult carers
- Be based on the seriousness of the consequences to the independence of individuals and risks to the safety of individuals if problems are not addressed and services not provided
- Enable staff to be clear about the level of risk to independence and safety that will trigger a service and the level that will trigger redirection and/or information and advice
- Enable the authority to balance demand for services with available budget
- Lead to equitable, transparent and consistent decision making within available resources.

The council has insufficient resources to meet all social care needs. As the demand for social care increases, so it becomes more important to allocate financial resources according to priority needs. In setting these eligibility criteria, account has been taken of the resources available to Wiltshire County Council, local expectations and local costs.

Because of the high cost of providing services, resources need to be targeted to those people in the greatest immediate or longer-term need. The policy of the council is to ensure the provision of individual packages of care, under normal circumstances, for users and carers who are assessed as having needs above the eligibility threshold. The threshold will be reviewed regularly, according to available resources.

The current eligibility threshold is set between **Substantial and Moderate** risk bands. **This means that all people who have needs within the Critical and Substantive risk bands will be eligible to receive Community Care Services.**

Wiltshire's eligibility framework (see Part 2 section 4) further develops the four key domains of independence (see Page 4) and contains the following aspects of need to assess someone's eligibility for a service.

- Daily Living Needs
- Household Management Needs
- Access/Mobility/Transfer Needs
- Accommodation Needs
- General Health/Cognitive Ability Needs
- Emotional wellbeing/Mental Health/Safety Needs
- Social Relationship Needs
- Carers Needs
- Communication Needs
- Daytime Occupation Needs
- Finance Needs

The policy only applies to those needs for which the department may provide or ensure the provision of a service. Other needs identified may be the responsibility of other agencies such as Health or Housing. These have their own policies for determining how service will be allocated including:

- NHS responsibilities for meeting continuing healthcare needs;
- Nursing care as set out in Section 49 of the Health and Social Care Act 2001;
- Intermediate Care;
- Supporting People;
- Disabled Facilities Grant;
- Blue Car Badges for Disabled Persons.

## **4.0 Procedural Guidance**

### **4.1 Community Care Services**

The aims of the Department of Adult & Community Services are to enable service users and carers to achieve the following:

- To be independent and live safely
- To have choice and control over their lives and live as independently as possible
- To continue to live in their own home, if they wish, or other accommodation of their choice.
- To have access to a range of services including health promotion, general and specialist health care, social, leisure, educational and employment opportunities in their local community.

- To be aware of the full range of services and opportunities available and how to access them.
- To receive the support that they need.
- To be safe from abuse.

This guidance is for adults over the age of 18 years who may require community care services and

- Have a physical impairment
- Have a learning disability
- Have a sensory impairment
- Have a long term illness
- Have a mental health problem
- Have drug or alcohol related problems
- Are a Carer (friend, relative, neighbour)

The support given to those requiring community care service is not provided for life as there is a need to review the provision of services to ensure that they reflect the changing needs of individuals.

## **4.2 Principles of Assessment**

Councils' responsibilities to provide Community Care Services are principally defined and set out in the legislation as follows:

- National Assistance Act 1948
- Health Services and Public Health Act 1968
- Chronically Sick and Disabled Persons Act 1970
- National Health Service Act 1977
- Mental Health Act 1983
- Disabled Persons (Services, Consultation and Representation) Act 1986
- NHS and Community Care Act 1990

In addition, reference should be made to the relevant policy and practice guidance for assessment and care planning for the particular service user group:

- The National Service Framework for Older People, and the detailed guidance on the Single Assessment Process (Dept of Health 2002)
- Valuing People: A New Strategy For Learning Disability for the 21<sup>st</sup> Century (Dept of Health 2001)
- The National Service Framework for Mental Health (Dept of Health 1999) and Effective Care Co-ordination in Mental Health Services – Modernising the Care Programme Approach (Dept of Health 2002)
- The Carers and Disabled Children Act 2000.

### 4.3 Exceptions

There are a number of situations where an assessment will be indicated or Community Care Services may be provided even though they do not appear to fall above the threshold. These may include:

- Adults defined as ‘vulnerable adults’ who need assistance to protect them from abuse, neglect or exploitation;
- People assessed to require services under Mental Health Act 1983;
- Disabled people entitled to an assessment under the Disabled Persons Act 1986, services under the chronically Sick and Disabled Person Act 1970 or Registration under Part 3 National Assistance Act 1948;
- Carers entitled to an assessment under the Carers (Recognition and Services) Act 1998 or the Carers and Disabled Children Act 2000;
- Adults deemed to be in need of residential accommodation under Section 21 (1) of the National Assistance Act, who are in need of care and attention which is not otherwise available to them.

### 4.4 Eligibility – Needs and Eligible Needs

This guidance defines the term ‘need’ in its every day sense. This term is also sometimes referred to as ‘presenting needs’ to indicate those needs that are reported by service users or others in their behalf. Needs may be intermittent or continuous in nature.

The term ‘eligible need’ has a specific meaning and is defined as:

*“needs that the council will meet as they are assessed falling inside the Council’s Eligibility that are set according to the council’s resources”*

If a person’s assessed needs fall within the council’s Eligibility Criteria, i.e. critical or substantial, it becomes an ‘eligible need’ that the council should ensure is met.

The distinction between need/presenting needs on the one hand and eligible needs on the other should be taken into account when assessment information is being evaluated and summarised and care plans drawn up.

Needs which give rise to moderate or low risks will be deemed ineligible, although sometimes this will happen as a by-product of the services provided to meet eligible needs.

NB. There are people whose needs are so complex that continuing care is indicated and therefore also do not meet Social Care's eligibility criteria.

The focus for all suggested service responses should be to promote choice and independence. In deciding on levels and types of support practitioners should aim:

- To give people information so that they can solve their own problems where appropriate;
- To take account of and encourage the strengths of the individual to problem solve, thereby minimising the need for intervention;
- To consider the contributions of family, friends and other agencies including Supporting People;
- To ensure short term intervention to enable people to become independent without support from DACS;
- To ensure intervention to assist people to live independently over the longer term;
- To ensure any service response is the minimum required to meet the eligible need and is the most cost effective, including the use of creative and flexible approaches;
- To consider the use of Direct Payments and the Independent Living Fund;
- To consider the need for NHS funded Continuing Care particularly where the needs fall in the critical band.

#### **4.5 Screening Referrals**

Community Care Assessments are carried out with reference to the NHS and Community Care Act 1990. Before starting a community care assessment it should first be ascertained whether a person appears to be in need of community care services. This process is called 'screening'. An individual is entitled to a Community Care Assessment where it appears that they may be entitled to the provision of services under the NHS and Community Care Act. However individuals should not be screened out of the assessment process before sufficient information is known about them.

FACS determines eligibility for service provision and should not be confused with access to an assessment of need. FACS does not alter the threshold for assessment in any way. The threshold for assessment remains low in law, as per current practice.

#### **4.6 Assessing Entitlement to Help**

The complexity of the assessment should be proportionate to the individual's presenting needs and circumstances. Based on their judgment, professionals

may wish to carry out either simple or complex initial assessments or specialist assessments of particular needs. The Single Assessment Process is designed to assist practitioners and service users in achieving this.

Assessments should not discriminate on grounds of “age, gender, ethnic group, religion, disabilities, personal relationships, living or caring arrangements or whether living in an urban or rural area”.

Depth and breadth of assessment should be proportionate to presenting needs and circumstances.

Based on professional judgment, assessments may be:

- Initial contact only, e.g. telephone assessment or single face to face interview;
- Overview assessment, giving more in depth assessment;
- Specialist for potential needs and encompassing specialist areas;

Assessments should be:

- Person-centred;
- As simple and timely as possible;
- Consistent and appropriate, minimising duplication for social workers and professionals;
- Shared amongst professionals with due regard to informed consent.

Assessments should be carried out in such a way and be sufficiently transparent for individuals to:

- Gain a better understanding of their situation;
- Identify the options available for managing their own lives;
- Understand the basis on which decisions are reached.

When undertaking screening and assessment, needs of carers must always be taken into consideration, i.e. is a carer’s assessment indicated?

Active partnership with individuals means offering support, e.g. advocate, interpreter and/or translator support to enable the individual to make best use of the assessment process.

When completing an assessment focus on aspects central to an individual’s independence:

- Health and Safety, including freedom from harm, abuse and neglect and taking wider issues of housing and community safety into account;
- The ability to manage personal and other daily routines;

- Involvement in family and wider community life including unpaid and paid work, parenting, learning, leisure, hobbies and volunteering;
- Take into account risks to carers and/or others who are close to the individual.

After the assessment is completed, the practitioners will make a judgment whether the needs and risks identified are already present or are likely to occur within the following timescales:

<b>Critical</b>	In the present, or within 7 days
<b>Substantial</b>	In the present, or within 3 months
<b>Moderate</b>	In the present or likely to occur within 6 months
<b>Low</b>	In the present, or likely to occur more than 6 months on.

The individual and practitioner should use the community care assessment process to identify potential problems and possible risks that could lead to increased dependency, harm or danger if some form of help is not provided. Using the assessment information, practitioners will need to predict how serious the risk is and how likely it is to occur. The following provides some guidance on this.

#### **4.7 A Framework for Risk Assessment**

An assessment of risk needs to explore the interaction between a person's needs and risks. In doing this the practitioner, in discussion with the individual themselves should consider:

- The instability and/or unpredictability of the needs;
- The intensity of the persons needs;
- The level of stress caused to the person;
- The complexity of the person's needs, in particular the number of different needs, how they interact, and how the individual reacts to the difficulties facing them;
- The impact of external and environmental factors;
- The sustainability of support from family, wider community and other agencies.

Whilst these factors can interact in complex ways, some general characteristics are outlined in the following table.

<b>Critical &amp; Substantial Risk</b>	<b>Moderate &amp; Low Risk</b>
<b>Unstable</b> – fluctuating needs resulting in changing circumstances which therefore require frequent or regular support or intervention	<b>Stable</b> – circumstances fairly unchanging and likely to remain so.
<b>Unpredictable</b> – how the person responds to their circumstances cannot generally be anticipated and therefore requires ongoing assessment and care planning.	<b>Predictable</b> – how the person responds to their circumstances can be anticipated with some certainty.
<b>Complex</b> – needs are many and various and are likely to interact in unstable or unpredictable ways.	<b>Simple</b> – needs are few, relatively straightforward and are unlikely to change significantly in the foreseeable future

Risk assessments should identify where the risk to the person, if help is not provided, fits in the eligibility framework. It is important to explore the individual's attitude and wishes concerning risk taking and whether the risks are a normal part of independent living or ones which cause serious concern. The individual and practitioner's views should be recorded on the assessment form.

These tables are designed to provide some assistance with making this judgment. They give some examples of indicators of risk. They are not however designed as a list of the only situations in which the Department will provide help. Professional judgment is still critical.

Types and levels of service to those with eligible needs will vary from person to person. Where possible, the assessor and service user will look at the strengths and abilities that the service user can bring to bear on presenting needs, to ensure an appropriate focus on promoting independence rather than encouraging further dependence. Re-ablement or intermediate care services will be particularly important in this regard.

In some instances (e.g. where work, education or learning is concerned), help to meet eligible needs may be in the form of a human resource to make links and liaise with other agencies, or help co-ordinate a series of actions or organisational responses.

#### **4.8 Supporting People who are Not Eligible for Help**

Following screening or assessment an individual may not be able to receive support as their needs fall into the Moderate and/or Low bands and are therefore ineligible. Practitioners should be satisfied that an individual's needs would not significantly increase in the foreseeable future (in the next 3 months) if no services are offered.

Similarly, when following a review, it is planned to withdraw services, the practitioners should be satisfied that needs will not increase in the foreseeable future (in the next 3 months) to the point where the individual will become eligible for services.

Where needs are ineligible, practitioners should be satisfied that:

- Needs will not significantly worsen in the foreseeable future due to lack of help;
- The longer term compromise of key aspects of independence, including involvement in employment, training, education, parenting responsibilities are considered.
- Risk assessments should be applied so that independence and safety are not undermined;
- Assumptions about capacity of family and carers to continue caring should be checked out.
- People who use services should be helped to understand what is happening and the consequences (if necessary through the use of advocates, supporters, translators and/or interpreters).
- Caution and sensitivity should be used if services are to be withdrawn, especially where reviews have not been carried out for some time.
- Decisions must be in writing and a written record made available to the individual;
- Useful information and advice about other sources of support must be given out;
- Comments, Compliments and Complaints procedure has been given to the service user/carer;
- Contact number for renewed contact in the event of changing circumstances has been given out;
- Assistance in finding the appropriate service for the service user/carer to talk is given and contact made if necessary, on their behalf.

## **4.9 Individual's Resources**

An individual's financial circumstances should have no bearing on whether a community care assessment is completed or not. Where someone has the mental ability and financial resources to arrange and pay for care, information and advice should be given if requested, to help the individual find appropriate care.

Where the care required is permanent residential or nursing home care, practitioners must ensure that information/assistance is given and contracts agreed and set up where the 12 week property disregard is relevant.

## **4.10 Information Giving**

- Information to assist individuals to make arrangements to meet their own needs can be given at any stage, regardless of whether the person has needs above or below the threshold;
- Wherever possible, people should be empowered to make arrangements to meet their own needs through the provision of wide ranging information and advice, including welfare benefits;
- Practitioners can either give the information and advice requested or, with the person's permission, contact another agency to ask them to provide it.

Information and advice is an appropriate response at the initial point of contact where:

- A person does not meet the legal criteria for community care assessments;
- Where the person is clear about what is required and why, their needs are clearly defined and require no further checking and the presenting situation is stable;
- Where another agency is better placed to respond to the presenting needs.

## **4.11 Reviews**

People's needs change, and therefore they need to be reviewed. First reviews should be done within 3 months, with subsequent reviews at least annually. Reviews may also be considered on the request of service users, carers, providers and other appropriate individuals or agencies. One off pieces of assistive equipment does not need reviewing after initial confirmation of suitability. Major items of equipment should be reviewed as to their suitability

and safety on an annual basis. The suitability and effectiveness of periodic services such as short-term breaks should be reviewed shortly after the first period and then annually.

Reviews:

- Should involve service users, carers and providers as fully as possible;
- Should establish how far services have achieved agreed outcomes set out in the care plan, and confirm or amend it where appropriate;
- Should re-assess the person's needs and circumstances, and establish whether they continue to meet the department's eligibility criteria.

#### **4.12 Withdrawing or Reducing Services**

Where a review has established that the person no longer meets the Department's eligibility criteria, then consideration should be given to withdrawing services. It is important to note that in some cases it may not be practicable or safe to do so. It is therefore essential that in arriving at a decision to withdraw or significantly reduce services, the following conditions must apply:

- The service user must be made fully aware of what is happening and the consequences of the decision;
- The decision maker must be satisfied that the person's needs will not significantly worsen or increase and thereby compromise their independence and safety in the foreseeable future.
- Assumptions should not be made about the capacity of family members or close friends to offer support (although if they are willing and able to offer support then that needs to be taken into account);
- Particular caution must be exercised where the person has not had their circumstances reviewed;
- Any prior commitments given about how long the service user could expect to receive services needs to be established and then taken in to account in the decision making;
- The outcome of any decision to significantly reduce or withdraw services needs to be put in writing and given to the service user. The written statement should tell the person:
  - The reasons for the decision
  - That they may use the complaints procedure to challenge the decision
  - That if their circumstances change they should renew contact with the Department, at which time their needs may be re-assessed.
- If individuals need other services (i.e. from other agencies or voluntary organisations) then advice and information should be given to them.

## 5.0 Carers Assessments

Under The Carers and Disabled Children Act (Dept of Health 2000) carers (aged 18 and over) who provide or intend to provide a substantial amount of care on a regular basis for another individual aged 18 or over are eligible for an assessment in their own right, even if the person they care for refuses an assessment or services.

Caring is defined not only as time spent actually caring, it can also include stress from 'life time commitment' or from intermittent demands (e.g. from someone with mental health problems)

The assessment may be joint, in parallel or stand-alone. The outcomes for the carer can be delivered in a number of ways:

- advice, information, professional support through the care management process;
- modification of the care package for the person they care for which provides the carer with additional community care services;
- provision of carers services through the Carers and Disabled Children Act;
- sign-posting to community services and that the carer can access directly and free of charge (e.g. carer support agencies).

If there is a part or parallel assessment of a service user and their carer, under the Carers (Recognition and Services) Act 1995, when assessing a community care user, a carer's needs are to be taken into account. Under the Carers and Disabled Children Act 2000 there is a new permission (not a duty) to provide a carer's service directly to the carer where there is risk to the sustainability of the caring role or to their health and well-being. If a carer has eligible needs, these may be met by community care or by a carer's service. It is up to the practitioners, looking at the situation holistically, to decide what is the most appropriate and cost-effective way to meet the needs of the carer and the cared for person. This might be by provision of community care services (e.g. breaks for the carer), or it might be by a carer's service e.g. direct payment carer's service. (For more information on carers refer to the Wiltshire Carers Policy & Strategy)

## 6.0 Direct Payments

As part of the care management process, the option of Direct Payments should be made available to people who meet the eligibility criteria. The person should be capable of managing a Direct Payment with assistance if necessary.

A Direct Payment may be used to purchase personal care, day services, community equipment or respite care if they have been assessed as needing these services. (Refer to Wiltshire's Direct Payment Scheme Policy Guidance).

## 7.0 Parents with Care Needs

Under FACS parents with a disability or mental illness are entitled to assistance with parenting tasks if they have eligible needs.

The Framework for the Assessment of Children in Need and their families refers to dimensions of parenting capacity and states that critically important to a child's health and development is the ability of parents or care givers to ensure that the child's development needs are being appropriately and adequately responded to and to adapt to his or her changing needs over time.

Parenting tasks are described as:

<b>Basic Care</b>	Providing for the child's physical needs (food, drink, warmth, etc.)
<b>Ensuring Safety</b>	Ensuring the child is adequately protected from harm or danger
<b>Emotional Warmth</b>	Ensuring the child's emotional needs are met
<b>Stimulation</b>	Promoting the child's learning and intellectual development
<b>Guidance and Boundaries</b>	Enabling the child to regulate their own emotions and behaviour.

In order to ensure that the needs of all family members are met, Wiltshire has developed a joint assessment, working and training protocol. This will enable a

holistic and comprehensive approach to service provision from DACS, Children and Families and/or Mental Health professionals.  
(Refer to Wiltshire's Joint Working Protocol: A co-ordinated approach to working with disabled parents and their children.

## **8.0 Vulnerable Adults**

A vulnerable adult is "a person who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of or herself against harm or abuse".

(Refer to Wiltshire's Vulnerable Adult Policy)

## **9.0 Continuing NHS Health Care**

Social Services Departments have been required to agree with their health partners' eligibility criteria for continuing care. For Wiltshire this has been agreed across our Strategic Health Authority.

Of particular relevance here are:

- continuing health and social care – that is, a package of care involving long term integrated service provision arranged and funded by both the NHS and DACS on an agreed basis, e.g. community nursing and home support (care).
- Continuing NHS health care, that is, a package of care arranged and funded solely by the NHS and where eligibility is determined by the nature, complexity, intensity or unpredictability of health care needs and the resulting requirement for regular supervision by a member of the NHS multi-discipline team.

In assessing community care needs, especially those appearing in the critical risk band, practitioners will need to examine those needs which fall under the Department's responsibility and those where responsibility may lie with other agencies – health, other adult care groups (e.g. mental health and learning disability), education and employment services.

(Refer to the SHA Continuing NHS Health Care Policy 2004)

## **9.0 Prevention**

Prevention, promotion of independence and recovery are key themes in national documents for **all** adult service user and carer groups, including The National Service Framework (NSF) for Mental Health (1999), the NSF for Older People

(2001), the White Paper Valuing People (2001) and the Carers and Disabled Children Act (2000).

Prevention is defined as:

*"..action intended to prevent or delay loss of independence and to improve quality of life"* (ref. LAC (99) 14)

All preventative approaches should encourage self-determination, choice and dignity including economic participation for those of working age.

Preventative services should be targeted:

- To provide people with accessible and timely information and advice so that they can find solutions to their own problems wherever appropriate;
- To assist people to regain their independence so that they can undertake as many tasks for themselves without intervention from social services;
- To maintain people from deteriorating to high levels of dependency and continue to live in their own homes;
- To improve people's quality of life by increasing their independence and reduce social isolation;
- To diminish the risks of avoidable injuries.

The focus for preventable services should be on individuals who may not require intensive care management but need support and services to live independently, and may be at risk of becoming more dependent, or significantly reduced quality of life, if they do not receive those services.

The most effective response to people in these kinds of situations is to focus on how best to promote the persons independence rather than on the provision of services to help a person cope with their dependency. The Council funds a wide range of preventative services in the voluntary sector which should be a first consideration for many people.

## **12.0 Complaints**

If someone disagrees with a decision on eligibility, he or she should raise it in the first instance with the member of staff concerned, or with that person's manager. If the matter cannot be resolved at this level, the individual has the right to make a formal complaint.

Service users and carers should always be given a copy of 'Comments, Compliments and Complaints' leaflet with their care assessment and service plan.

# **Part Two**

## **Eligibility Criteria for Adult Community Care Services**

## 1.0 How the Eligibility Criteria are used

Eligible needs are those needs that meet the Council's Eligibility Criteria. These have to be set according to the Council's resources.

A person is **only** eligible for services where all or part of their needs are identified above the threshold line and where there is no-one else willing / able / appropriate to provide help.

If needs are identified below the threshold line then information and advice about available services **must** be given.

The focus for all suggested service responses should be:

- To give people information so that they can solve their own problem where appropriate;
- To take account and encourage the strengths of the individual to problem solve, thereby minimising our intervention;
- To consider the contributions of family, friends and other agencies including Supporting People and Independent Living Fund;
- To provide short term intervention to enable people to become independent and safe without support from the Department of Adult & Community Services;
- To ensure provision of service to assist people to live independently over the long term;
- To ensure that any service response is the minimum required to meet the eligible needs, in the most cost effective manner to include the use of more creative and flexible approaches;
- Consideration of the use of Direct Payments;
- Consideration of the use of the Carers Grant;
- Consideration about the need for NHS funded Continuing NHS Health Care.

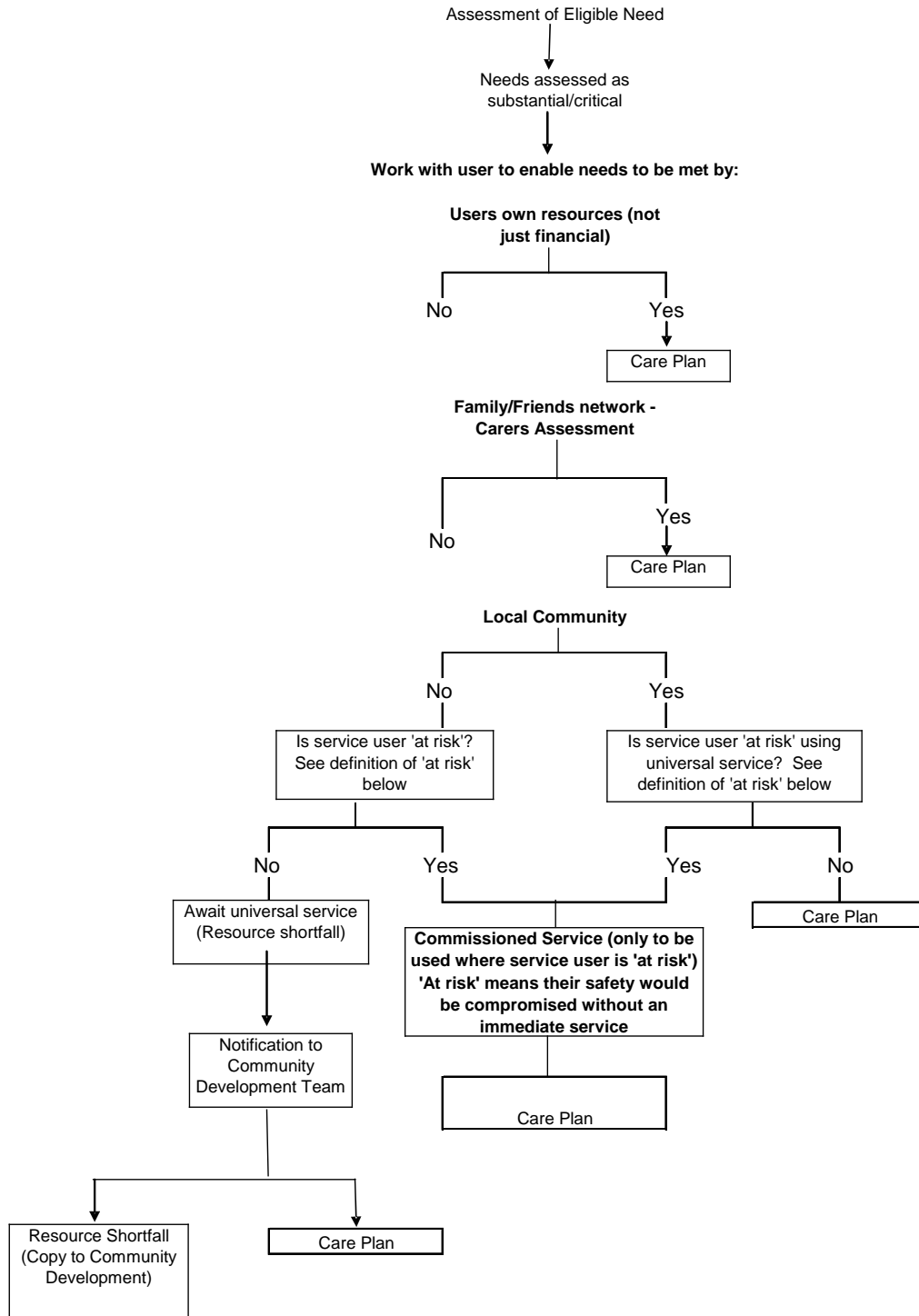
## 2.0 Definitions of Levels of Risk

<b>Critical</b>	The risk of major harm, danger to a person or major risk to independence may occur now or in the next seven days.
<b>Substantial</b>	The risk of significant impairment to the health and well being of a person or significant risk to independence may occur now or in the next three months
<b>Moderate</b>	The risk of some impairment to the health and well being of a person or some risk to independence may occur now or in the next six months.
<b>Low</b>	Low risk of impairment to the health and well being of a person or low risk to independence may occur.

### 3.0 Eligibility – Process Flowchart

Working with people to ensure assessed needs are met:

**Working with people to ensure assessed needs are met**



## 4.0 Framework

### Framework for Determining Eligibility Criteria

<b>Critical Risk to Independence</b>	<b>Substantial Risk to Independence</b>		<b>Moderate Risk to Independence</b>	<b>Low Risk to Independence</b>
<b>Harm or danger may occur in the next 7 days</b>	<b>Harm or danger may occur in the next 3 months</b>		<b>Harm or danger may occur in the next 6 months</b>	<b>Harm or danger may occur over 6 months</b>

### Daily Living Needs

*At least one of the risks below applies to you, any children for whom you have parenting responsibilities and anyone else dependant on you, and your care / support arrangements have broken down or are about to break down.*

<p>You are unable to immediately meet your most essential daily living needs e.g. you:-</p> <p>Are in need of immediate support to promote independence.</p> <p>Are in need of immediate support with eating/nutrition.</p> <p>Are in need of immediate support with drinking.</p> <p>Are in need of immediate support to reduce risk of choking.</p> <p>Are in need of immediate support to use the toilet.</p>	<p>You have great difficulty in meeting your most essential daily living needs e.g. you:-</p> <p>Are in need of substantial support to promote independence.</p> <p>Are in need of substantial support with eating/nutrition.</p> <p>Are in need of substantial support with drinking.</p> <p>Are in need of substantial support to reduce risk of choking.</p> <p>Are in need of substantial support to use the toilet.</p>	<p><b>T</b></p> <p><b>H</b></p> <p><b>R</b></p> <p><b>E</b></p> <p><b>S</b></p> <p><b>H</b></p> <p><b>O</b></p> <p><b>L</b></p> <p><b>D</b></p>	<p>You need assistance to maintain independence in an essential area of your daily living needs e.g. you:-</p> <p>Are in need of moderate support to promote independence.</p> <p>Are in need of moderate support with eating/nutrition.</p> <p>Are in need of moderate support with drinking.</p> <p>Are in need of moderate support to reduce risk of choking.</p> <p>Are in need of moderate support to use the toilet.</p>	<p>You need limited or no assistance with maintaining independence with daily living e.g. you:-</p> <p>Need support to promote independence.</p> <p>Are in need of support with eating/nutrition.</p> <p>Are in need of support with drinking.</p> <p>Are in need of support to reduce risk of choking.</p> <p>Are in need of support to use the toilet.</p>
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Are in need of immediate support to promote and improve personal hygiene.	Are in need of substantial support to promote and improve personal hygiene.	<b>T H R E S H O L D</b>	Are in need of moderate support to promote and improve personal hygiene.	Are in need of support to promote and improve personal hygiene.
Are in need of immediate support to dress.	Are in need of substantial support to dress.		Are in need of moderate support to dress.	Are in need of support to dress.
Are in need of immediate support to undress.	Are in need of substantial support to undress.		Are in need of moderate support to undress.	Are in need of support to undress.
Are in need of immediate support in grooming.	Are in need of substantial support in grooming.		Are in need of moderate support in grooming.	Are in need of support in grooming.

## Framework for Determining Eligibility Criteria

Critical Risk to Independence	Substantial Risk to Independence	Moderate Risk to Independence	Low Risk to Independence
Harm or danger may occur in the next 7 days	Harm or danger may occur in the next 3 months	Harm or danger may occur in the next 6 months	Harm or danger may occur over 6 months

### Household Management Needs

<i>At least one of the risks below applies to you, any children for whom you have parenting responsibilities and anyone else dependant on you, and your care / support arrangements have broken down or are about to break down.</i>				
You are unable to immediately meet your most essential household management needs e.g. you:-  Are in need of immediate support in the planning, preparation and provision of meals.  Are in need of immediate support with essential shopping.  Are in need of immediate support with laundry.  Are in need of immediate support with domestic responsibilities.  Are in need of immediate support with housework.	You have great difficulty in meeting your most essential household management needs e.g. you:-  Are in need of substantial support in the planning, preparation and provision of meals.  Are in need of substantial support with essential shopping.  Are in need of substantial support with laundry.  Are in need of substantial support with domestic responsibilities.  Are in need of substantial support with housework.	<b>T H R E S H O L D</b>	You need assistance to maintain independence in an essential area of your household management needs e.g. you:-  Are in need of moderate support in the planning, preparation and provision of meals.  Are in need of moderate support with essential shopping.  Are in need of moderate support with laundry.  Are in need of moderate support with domestic responsibilities.  Are in need of moderate support with housework.	You need limited or no assistance with maintaining independence with household management needs e.g. you:-  Are in need of support in the planning, preparation and provision of meals.  Are in need of support with essential shopping.  Are in need of support with laundry.  Are in need of support with domestic responsibilities.  Are in need of support with housework.

## Framework for Determining Eligibility Criteria

Critical Risk to Independence	Substantial Risk to Independence	Moderate Risk to Independence	Low Risk to Independence
Harm or danger may occur in the next 7 days	Harm or danger may occur in the next 3 months	Harm or danger may occur in the next 6 months	Harm or danger may occur over 6 months

### Access / Mobility /Transfer Needs

<i>At least one of the risks below applies to you, any children for whom you have parenting responsibilities and anyone else dependant on you, and your care / support arrangements have broken down or are about to break down.</i>				
<p>You are unable to immediately meet your most essential access/mobility needs e.g. you:-</p> <p>Are in need of immediate support to improve mobility.</p> <p>Are in need of immediate support to reduce risks from falls.</p> <p>Are in need of immediate support to enable safe bed, chair or bath transfers.</p> <p>Are in need of immediate support to access essential facilities.</p> <p>Are in need of immediate support to access car or public transport.</p>	<p>You have great difficulty in meeting your most essential access/mobility needs e.g. you:-</p> <p>Are in need of substantial support to improve mobility</p> <p>Are in need of substantial support to reduce risks from falls.</p> <p>Are in need of substantial support to enable safe bed, chair or bath transfers.</p> <p>Are in need of substantial support to access essential facilities.</p> <p>Are in need of substantial support to access car or public transport.</p>	<b>T H R E S H O L D</b>	<p>You need assistance to maintain independence in an essential area of your access/mobility needs e.g. you:-</p> <p>Are in need of moderate support to improve mobility.</p> <p>Are in need of moderate support to reduce risks from falls.</p> <p>Are in need of moderate support to enable safe bed, chair or bath transfers.</p> <p>Are in need of moderate support to access essential facilities.</p> <p>Are in need of moderate support to access car or public transport.</p>	<p>You need limited or no assistance with maintaining independence with access/mobility e.g. you:-</p> <p>Are in need of support to improve mobility.</p> <p>Are in need of support to reduce risks from falls.</p> <p>Are in need of support to enable safe bed, chair or bath transfers.</p> <p>Are in need of support to access essential facilities.</p> <p>Are in need of support to access car or public transport.</p>

## Framework for Determining Eligibility Criteria

<b>Critical Risk to Independence</b>	<b>Substantial Risk to Independence</b>		<b>Moderate Risk to Independence</b>	<b>Low Risk to Independence</b>
<b>Harm or danger may occur in the next 7 days</b>	<b>Harm or danger may occur in the next 3 months</b>		<b>Harm or danger may occur in the next 6 months</b>	<b>Harm or danger may occur over 6 months</b>

### Accommodation Needs

<i>At least one of the risks below applies to you, any children for whom you have parenting responsibilities and anyone else dependant on you, and your care / support arrangements have broken down or are about to break down.</i>				
e.g. you:-  Are in need of immediate support to access property alterations.  Are in need of immediate advice/support to access accommodation resources/agency.  Are in need of immediate support and advice to contact agencies for minor repairs.  Are in need of immediate support to reduce risk/issues with the home environment.  Are in need of immediate support to provide an alternative to a care home or hospital.	e.g. you:-  Are in need of substantial support to access property alterations.  Are in need of substantial advice/support to access accommodation resources/agency.  Are in need of substantial support and advice to contact agencies for minor repairs.  Are in need of substantial moderate support to reduce risk/issues with the home environment.  Are in need of substantial support to provide an alternative to a care home or hospital.	T H R E S H O L D	e.g. you:-  Are in need of moderate support to access property alterations.  Are in need of moderate advice/support to access accommodation resources/agency.  Are in need of moderate support and advice to contact agencies for minor repairs.  Are in need of moderate support to reduce risk/issues with the home environment.  Are in need of moderate support to provide an alternative to a care home or hospital.	e.g. you:-  Are in need of support to access property alterations.  Are in need of advice/support to access accommodation resources/agency.  Are in need of support and advice to contact agencies for minor repairs  Are in need of support to reduce risk/issues with the home environment. Substantial.  Are in need of support to provide an alternative to a care home or hospital.

<p>Are in need of immediate support to provide improved sustainability to remain at home.</p> <p>Are in need of immediate support for hospital discharge.</p>	<p>Are in need of substantial support to provide improved sustainability to remain at home.</p> <p>Are in need of substantial support for hospital discharge.</p>		<p>Are in need of moderate support to provide improved sustainability to remain at home.</p> <p>Are in need of moderate support for hospital discharge.</p>	<p>Are in need of support to provide improved sustainability to remain at home.</p> <p>Are in need of support for hospital discharge.</p>
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## Framework for Determining Eligibility Criteria

Critical Risk to Independence	Substantial Risk to Independence	Moderate Risk to Independence	Low Risk to Independence
Harm or danger may occur in the next 7 days	Harm or danger may occur in the next 3 months	Harm or danger may occur in the next 6 months	Harm or danger may occur over 6 months

### General Health Needs

<i>At least one of the risks below applies to you, any children for whom you have parenting responsibilities and anyone else dependant on you, and your care / support arrangements have broken down or are about to break down.</i>				
e.g. you:-  Are in need of immediate support to manage medication.  Are in need of immediate support to manage health condition  Are in need of immediate support to manage continence.  Are in need of immediate support to maintain body temperature.  Are in need of immediate support to address any infection control/public health needs.	e.g. you:-  Are in need of substantial support to manage medication.  Are in need of substantial support to manage health condition  Are in need of substantial support to manage continence.  Are in need of substantial support to maintain body temperature.  Are in need of substantial support to address any infection control/public health needs.	<b>T H R E S H O L D</b>	e.g. you:-  Are in need of moderate support to manage medication.  Are in need of moderate support to manage health condition  Are in need of moderate support to manage continence.  Are in need of moderate support to maintain body temperature.  Are in need of moderate support to address any infection control/public health needs.	e.g. you:-  Are in need of support to manage medication.  Are in need of support to manage health condition  Are in need of support to manage continence.  Are in need of support to maintain body temperature.  Are in need of support to address any infection control/public health needs.

## Framework for Determining Eligibility Criteria

Critical Risk to Independence	Substantial Risk to Independence		Moderate Risk to Independence	Low Risk to Independence
Harm or danger may occur in the next 7 days	Harm or danger may occur in the next 3 months		Harm or danger may occur in the next 6 months	Harm or danger may occur over 6 months

### Emotional Wellbeing/Mental Health/ Cognitive Ability/Safety Needs

<i>At least one of the risks below applies to you, any children for whom you have parenting responsibilities and anyone else dependant on you, and your care / support arrangements have broken down or are about to break down.</i>				
e.g. you:-  Are in need of immediate support with orientation.  Are in need of immediate support with emotional distress.  Are in need of immediate support to manage memory loss.  Are in need of immediate support to improve motivation.  Are in need of immediate support to address and reduce self neglect.	e.g. you:-  Are in need of substantial support with orientation.  Are in need of substantial support with emotional distress.  Are in need of substantial support to manage memory loss.  Are in need of substantial support to improve motivation.  Are in need of substantial support to address and reduce self neglect.	<b>T H R E S H O L D</b>	e.g. you:-  Are in need of moderate support with orientation.  Are in need of moderate support with emotional distress.  Are in need of moderate support to manage memory loss.  Are in need of moderate support to improve motivation.  Are in need of moderate support to address and reduce self neglect.	e.g. you:-  Are in need of support with orientation.  Are in need of support with emotional distress.  Are in need of support to manage memory loss.  Are in need of support to improve motivation.  Are in need of support to address and reduce self neglect. Are in need of

Are in need of immediate support due to reduced ability because of cognitive capacity	Are in need of substantial support due to reduced ability because of cognitive capacity		Are in need of moderate support due to reduced ability because of cognitive capacity	support due to reduced ability because of cognitive capacity
Are in need of immediate support with choice and control on practical and material needs	Are in need of substantial support with choice and control on practical and material needs		Are in need of moderate support with choice and control on practical and material needs	Are in need of support with choice and control on practical and material needs
Are in need of immediate support to address and reduce any injury and harm.	Are in need of substantial support to address and reduce any injury and harm.		Are in need of moderate support to address and reduce any injury and harm.	Are in need of support to address and reduce any injury and harm.
Are in need of immediate support to prevent abuse.	Are in need of substantial support to prevent abuse.		Are in need of moderate support to prevent abuse.	Are in need of support to prevent abuse.
Are in need of immediate support to prevent self harm.	Are in need of substantial support to prevent self harm.		Are in need of moderate support to prevent self harm.	Are in need of support to prevent self harm.
Are in need of immediate support to prevent and reduce risk to and from others.	Are in need of substantial support to prevent and reduce risk to and from others.		Are in need of moderate support to prevent and reduce risk to and from others.	Are in need of support to prevent and reduce risk to and from others.
Are in need of immediate support to access advocacy and counselling.	Are in need of substantial support to access advocacy and counselling.		Are in need of moderate support to access advocacy and counselling.	Are in need of support to access advocacy and counselling.

## Framework for Determining Eligibility Criteria

<b>Critical Risk to Independence</b>	<b>Substantial Risk to Independence</b>	<b>Moderate Risk to Independence</b>	<b>Low Risk to Independence</b>
Harm or danger may occur in the next 7 days	Harm or danger may occur in the next 3 months	Harm or danger may occur in the next 6 months	Harm or danger may occur over 6 months

### Social Relationship Needs

<i>At least one of the risks below applies to you, any children for whom you have parenting responsibilities and anyone else dependant on you, and your care / support arrangements have broken down or are about to break down.</i>				
<p>e.g. you:-</p> <p>Are in need of immediate support in ability and involvement in parenting roles.</p> <p>Are in need of immediate support in ability and involvement in family and social roles.</p> <p>Are in need of immediate support to reduce isolation.</p> <p>Are in need of immediate support to improve relationship skills.</p> <p>Are in need of immediate support in religious and cultural needs.</p>	<p>e.g. you:-</p> <p>Are in need of substantial support in ability and involvement in parenting roles.</p> <p>Are in need of substantial support in ability and involvement in family and social roles.</p> <p>Are in need of substantial support to reduce isolation.</p> <p>Are in need of substantial support to improve relationship skills.</p> <p>Are in need of substantial support in religious and cultural needs.</p>	<p><b>T</b></p> <p><b>H</b></p> <p><b>R</b></p> <p><b>E</b></p> <p><b>S</b></p> <p><b>H</b></p> <p><b>O</b></p> <p><b>L</b></p> <p><b>D</b></p>	<p>e.g. you:-</p> <p>Are in need of moderate support in ability and involvement in parenting roles.</p> <p>Are in need of moderate support in ability and involvement in family and social roles.</p> <p>Are in need of moderate support to reduce isolation.</p> <p>Are in need of moderate support to improve relationship skills.</p> <p>Are in need of moderate support in religious and cultural needs.</p>	<p>daily living e.g. you:-</p> <p>Are in need of support in ability and involvement in parenting roles.</p> <p>Are in need of support in ability and involvement in family and social roles.</p> <p>Are in need of support to reduce isolation.</p> <p>Are in need of support to improve relationship skills.</p> <p>Are in need of support in religious and cultural needs.</p>

## Framework for Determining Eligibility Criteria

Critical Risk to Independence	Substantial Risk to Independence	Moderate Risk to Independence	Low Risk to Independence
Harm or danger may occur in the next 7 days	Harm or danger may occur in the next 3 months	Harm or danger may occur in the next 6 months	Harm or danger may occur over 6 months

### Carers Needs

<i>At least one of the risks below applies to you, any children for whom you have parenting responsibilities and anyone else dependant on you, and your care / support arrangements have broken down or are about to break down.</i>				
<p>e.g. you:-</p> <p>Are in need of immediate support in your ability to continue your caring role.</p> <p>Are in need of immediate support in your ability to continue the level of care you are providing.</p> <p>Are in need of immediate support to reduce your risk of abuse.</p> <p>Are in need of immediate support with your health and safety.</p> <p>Are in need of immediate support if you are no longer able to care.</p>	<p>e.g. you:-</p> <p>Are in need of substantial support in your ability to continue your caring role.</p> <p>Are in need of substantial support in your ability to continue the level of care you are providing.</p> <p>Are in need of substantial support to reduce your risk of abuse.</p> <p>Are in need of substantial support with your health and safety.</p> <p>Are in need of substantial support if you are no longer able to care.</p>	<p><b>T</b></p> <p><b>H</b></p> <p><b>R</b></p> <p><b>E</b></p> <p><b>S</b></p> <p><b>H</b></p> <p><b>O</b></p> <p><b>L</b></p> <p><b>D</b></p>	<p>e.g. you:-</p> <p>Are in need of moderate support in your ability to continue your caring role.</p> <p>Are in need of moderate support in your ability to continue the level of care you are providing.</p> <p>Are in need of moderate support to reduce your risk of abuse.</p> <p>Are in need of moderate support with your health and safety.</p> <p>Are in need of moderate support if you are no longer able to care.</p>	<p>e.g. you:-</p> <p>Are in need of support in your ability to continue your caring role.</p> <p>Are in need of support in your ability to continue the level of care you are providing.</p> <p>Are in need of support to reduce your risk of abuse.</p> <p>Are in need of support with your health and safety.</p> <p>Are in need of support if you are no longer able to care.</p>

<p>Are in need of immediate support if you are no longer willing to care.</p> <p>Are in need of immediate support with your physical and mental health.</p> <p>Are in need of immediate support to reduce risk of breakdown in the relationship of the person you care for.</p>	<p>Are in need of substantial support if you are no longer willing to care.</p> <p>Are in need of substantial support with your physical and mental health.</p> <p>Are in need of substantial support to reduce risk of breakdown in the relationship of the person you care for.</p>		<p>Are in need of moderate support if you are no longer willing to care.</p> <p>Are in need of moderate support with your physical and mental health.</p> <p>Are in need of moderate support to reduce risk of breakdown in the relationship of the person you care for.</p>	<p>Are in need of support if you are no longer willing to care.</p> <p>Are in need of support with your physical and mental health.</p> <p>Are in need of support to reduce risk of breakdown in the relationship of the person you care for.</p>
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## Framework for Determining Eligibility Criteria

<b>Critical Risk to Independence</b>	<b>Substantial Risk to Independence</b>	<b>Moderate Risk to Independence</b>	<b>Low Risk to Independence</b>
Harm or danger may occur in the next 7 days	Harm or danger may occur in the next 3 months	Harm or danger may occur in the next 6 months	Harm or danger may occur over 6 months

### Communication Needs

<i>At least one of the risks below applies to you, any children for whom you have parenting responsibilities and anyone else dependant on you, and your care / support arrangements have broken down or are about to break down.</i>				
<p>e.g. you:-</p> <p>Are in need of immediate support due to reduced ability because of sensory impairment.</p> <p>Are in need of immediate support to improve communication needs.</p> <p>Are in need of immediate support to improve literacy/numeracy needs</p>	<p>e.g. you:-</p> <p>Are in need of substantial support due to reduced ability because of sensory impairment.</p> <p>Are in need of substantial support to improve communication needs.</p> <p>Are in need of substantial support to improve literacy/numeracy needs</p>	<p><b>T</b></p> <p><b>H</b></p> <p><b>R</b></p> <p><b>E</b></p> <p><b>S</b></p> <p><b>H</b></p> <p><b>O</b></p> <p><b>L</b></p> <p><b>D</b></p>	<p>e.g. you:-</p> <p>Are in need of moderate support due to reduced ability because of sensory impairment.</p> <p>Are in need of moderate support to improve communication needs.</p> <p>Are in need of moderate support to improve literacy/numeracy needs</p>	<p>e.g. you:-</p> <p>Are in need of support due to reduced ability because of sensory impairment.</p> <p>Are in need of support to improve communication needs.</p> <p>Are in need of support to improve literacy/numeracy needs</p>

## Framework for Determining Eligibility Criteria

Critical Risk to Independence	Substantial Risk to Independence		Moderate Risk to Independence	Low Risk to Independence
Harm or danger may occur in the next 7 days	Harm or danger may occur in the next 3 months		Harm or danger may occur in the next 6 months	Harm or danger may occur over 6 months

### Daytime Occupation Needs

<i>At least one of the risks below applies to you, any children for whom you have parenting responsibilities and anyone else dependant on you, and your care / support arrangements have broken down or are about to break down.</i>				
e.g. you:-  Are in need of immediate support with educational / learning / leisure activities.  Are in need of immediate support to access employment / training needs.  Are in need of immediate support with life transition needs.	e.g. you:-  Are in need of substantial support with educational / learning / leisure activities.  Are in need of substantial support to access employment / training needs.  Are in need of substantial support with life transition needs.	<b>T H R E S H O L D</b>	e.g. you:-  Are in need of moderate support with educational / learning / leisure activities.  Are in need of moderate support to access employment / training needs.  Are in need of moderate support with life transition needs.	e.g. you:-  Are in need of support with educational / learning / leisure activities.  Are in need of support to access employment / training needs.  Are in need of support with life transition needs.

## Framework for Determining Eligibility Criteria

<b>Critical Risk to Independence</b>	<b>Substantial Risk to Independence</b>	<b>Moderate Risk to Independence</b>	<b>Low Risk to Independence</b>
Harm or danger may occur in the next 7 days	Harm or danger may occur in the next 3 months	Harm or danger may occur in the next 6 months	Harm or danger may occur over 6 months

### Finance Needs

<i>At least one of the risks below applies to you, any children for whom you have parenting responsibilities and anyone else dependant on you, and your care / support arrangements have broken down or are about to break down.</i>				
<p>e.g. you:-</p> <p>Are in need of immediate support to address Welfare Rights advice.</p> <p>Are in need of immediate support to access alternative sources of funding.</p> <p>Are in need of immediate support to manage financial affairs.</p> <p>Are in need of immediate support to access agency to maximize benefits.</p>	<p>e.g. you:-</p> <p>Are in need of substantial support to address Welfare Rights advice.</p> <p>Are in need of substantial support to access alternative sources of funding.</p> <p>Are in need of substantial support to manage financial affairs.</p> <p>Are in need of substantial support to access agency to maximize benefits.</p>	<p><b>T</b></p> <p><b>H</b></p> <p><b>R</b></p> <p><b>E</b></p> <p><b>S</b></p> <p><b>H</b></p> <p><b>O</b></p> <p><b>L</b></p> <p><b>D</b></p>	<p>e.g. you:-</p> <p>Are in need of moderate support to address Welfare Rights advice.</p> <p>Are in need of moderate support to access alternative sources of funding.</p> <p>Are in need of moderate support to manage financial affairs.</p> <p>Are in need of moderate support to access agency to maximize benefits.</p>	<p>e.g. you:-</p> <p>Are in need of support to address Welfare Rights advice.</p> <p>Are in need of support to access alternative sources of funding.</p> <p>Are in need of support to manage financial affairs.</p> <p>Are in need of support to access agency to maximize benefits.</p>

# **Appendix I**

## **Eligibility Matrix**

## Appendix I – Fair Access to Care Services: eligibility Matrix

The table below sets out the areas of risk as defined by the Dept of Health. It shows who would be eligible for help with the threshold set at the substantial risk band.

	Eligible for Help		Not Eligible for Help	
	Critical Risk Band	Substantial Risk Band	Moderate Risk Band	Low Risk Band
<b>Health &amp; Safety</b>	Life is or will be threatened			
	Significant Health problems have or will develop			
	Serious abuse or neglect has occurred, or will occur.	Abuse or neglect has occurred, or will occur.		
<b>Autonomy</b>	There is, or will be, little or no choice and control over vital aspects of the immediate environment.	There is, or will be, partial choice and control over the immediate environment.		
<b>Management of daily routines</b>	There is, or will be, an inability to carry out vital personal care or domestic routines.	There is, or will be, an inability to carry out the majority of personal care or domestic routines.	There is, or will be, an inability to carry out several personal care or domestic routines.	There is, or will be, an inability to carry one or two personal care or domestic routines.
<b>Involvement in family and wider community life</b>	Vital involvement in work, education or learning cannot, or will, not be sustained.	Involvement in many aspects of work, education or learning cannot, or will, not be sustained.	Involvement in several aspects of work, education or learning cannot, or will, not be sustained.	Involvement in one or two aspects of work, education or learning cannot, or will, not be sustained.
	Vital social support systems and relationships cannot, or will not, be sustained.	The majority of social support systems and relationships cannot, or will not, be sustained.	Several social support systems and relationships cannot, or will not, be sustained	One or two social support systems and relationships cannot, or will not, be sustained
	Vital family and other social roles and responsibilities cannot, or will not, be undertaken.	The majority of family and other social roles and responsibilities cannot, or will not, be undertaken.	Several family and other social roles and responsibilities cannot, or will not, be undertaken.	One or two family and other social roles and responsibilities cannot, or will not, be undertaken.