

Eligibility criteria for Adult and Community Services



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This leaflet explains how the Department of Community Services (DCS), formerly Social Services, provides help, support and care to adults in need in Wiltshire.

How do I get help?

You can get help by contacting the Wiltshire Council Customer Advisers, GP Surgery/Health Centre or Housing Department. They will either help you directly or, with your permission, contact the appropriate agency with your request for help.

You can also ask someone else to make contact on your behalf.

The National Health Service (NHS) and Community Care Act requires local Social and Health Services to ensure that support and care is provided to those in greatest need.

As the Department of Community Services receive more requests for help than there is available funding to cover, we have to decide:

1. Who should get a service.
2. In what order of priority.
3. How services can best be provided.
4. Whether we will provide the service ourselves or suggest another more appropriate organisation.

This is to ensure that people in greatest need will get most help.

How do we decide who should get a service?

Services for Users

When a person asks us for help, we make an **assessment**. This means that we talk to you to find out more about your situation and your care needs. Your need for services may be due to physical disability or impairment, mental health problems or environmental or social factors. The more complex your needs, the more detailed your assessment will need to be.

Services for Carers

If you are a carer and provide substantial and regular amounts of care to the person you look after, you are eligible for an **assessment** of your own care needs in relation to the person(s) you care for. As a carer, you may be able to access services provided through the **Carers Special Grant**.

If outside of your role as a carer, you meet the Eligibility Criteria, you are entitled to receive services in your own right.

Who is eligible for an assessment?

You are normally eligible for an assessment if you:

- ♦ have a physical impairment
- ♦ have a sensory loss
- ♦ have a terminal illness
- ♦ are developing confusion/dementia
- ♦ are frail
- ♦ are vulnerable to the risk of neglect or abuse
- ♦ have a learning disability
- ♦ have a severe mental illness
- ♦ are a carer

Your **assessment** can include us contacting anyone (e.g. your carer, members of your family, friends or doctor) you feel would be helpful in deciding what your needs are. We will always obtain your agreement before contacting others unless, by doing so, someone will be placed at risk of harm or abuse.

When we have completed your assessment, we will decide if you have needs that meet our Eligibility Criteria and the priority of meeting your needs. If you are not offered a service, we will be able to give you information and advice about alternative services.

A summary of your assessment will be written down. We will then agree a Care Plan and a copy will be given to you. Your Care Plan will explain how, and by whom, your care and support will be provided.

The Care Plan will continue to be reviewed with you, to make sure it still meets your needs and that you are still eligible for services. Your first review will be within three months of help first being provided or when major changes have been made to your current service. After that, you will have an annual review unless you feel there is a change in your circumstances and request an earlier review.

If we provide community care services to you, we will ask for information on your financial circumstances in order for us to tell you if, and how much, you will have to pay towards the cost of the services (see leaflet – **Your Contribution Towards Services**).

What is our Eligibility Criteria?

Our Eligibility Criteria is divided into four bands

- 1. Critical**
- 2. Substantial**
- 3. Moderate**
- 4. Low**

At least one of the risks in each band must apply to you and your care/support arrangements have broken down or about to break down.

Critical – risks to independence

Harm or danger may occur in the next few days

- ♦ Life is and/or could be threatened.
- ♦ Major health problems have developed and/or are likely to develop.
- ♦ Serious forms of abuse or neglect have occurred or are likely to develop.
- ♦ There is, or could be, an extensive loss of choice and control over vital aspects of the immediate environment.
- ♦ There is, or could be, an inability to carry out essential personal care, domestic, family or other daily routines.
- ♦ Vital social support systems and relationships are, or could be, at great risk.

- ◆ Individuals cannot undertake, or will be unlikely to be able to undertake, vital family and social roles and responsibilities that are important to them and others.
- ◆ Critical risk to your carer's ability to sustain any of the essential/ critical aspects of their caring role.

Substantial – risks to independence

Harm or danger may occur in the next three months

- ◆ There is, or could be, some substantial loss of choice and control over the immediate environment.
- ◆ Involvement in some substantial aspects of work, education or learning is, or could be, at risk of not being sustained, causing substantial risks to your independence.
- ◆ There is, or could be, an inability to carry out some personal care, domestic or other daily routines, causing substantial risk to your independence.
- ◆ Some substantial social support systems and relationships are, or could be, at risk.
- ◆ Individuals cannot undertake or will be unlikely to be able to undertake, some substantial family and social roles and responsibilities that are important to them and others.
- ◆ Substantial risk to your carer's ability to sustain some key aspects of their caring role.

- ♦ Substantial health problems have developed or are likely to develop.
- ♦ Involvement in work, education or learning is, or could be, at great risk of not being sustained, causing a major loss of independence.

Moderate risk to independence

Harm or danger may occur in the next six months

- ♦ Several aspects of work, education or learning are, or could be, at risk of not being sustained, causing a degree of risk to your independence.
- ♦ There is, or could be, some inability to carry out several daily routines, causing a level of risk to your independence.
- ♦ Several social support systems and relationships are, or could be, at risk.
- ♦ Individuals cannot undertake or will be unlikely to be able to undertake, several family and social roles and responsibilities, leading to a level of risk to your independence.
- ♦ Moderate risk to your carer's ability to sustain some aspects of their caring role.

Low risk to independence

Harm or danger may occur over six months

- ♦ There is, or could be, some inability to carry out one or two personal care or daily routines.
- ♦ One or two social support systems and relationships are, or could be, at risk of not being sustained.
- ♦ Individuals cannot undertake or will be unlikely to be able to undertake, one or two family and social roles and responsibilities.
- ♦ Low risk to your carer's ability to sustain some aspects of their caring role.

At present a person is only eligible for community care services if:

(1) their assessed needs are **Critical** or **Substantial**

And

(2) their wellbeing would be at risk without a commissioned service being delivered to meet their needs.

If a person's needs are assessed as Moderate or Low they will not normally be eligible for directly provided community care services.

If a person is not eligible for services, information will be provided about other agencies that provide advice and support services.

What if my circumstances change?

You can contact the Department of Adult and Community Services, your GP or another visiting professional to let them know of the changes in your circumstances. They will, with your permission, make contact with the relevant person who can help you.

What do I do if I am unhappy with what is decided?

If you find our services to be useful, or if you feel we could improve them we would like to know. If you are unhappy or worried about your situation, tell someone you feel might be able to help you. The person you have been in contact with in the Department of Community Services, or their Manager, are often best placed to help you. If we cannot sort the problem out at your local Department of Community Services office, then we do have a complaints procedure. Ask for a copy of our leaflet “**Compliments, Comments and Complaints**”

Merlin Information Database

A useful information database available to the public. You can find this on the Wiltshire County Council website: www.wiltshire.gov.uk under “**Merlin**” local information.

Merlin is a comprehensive list of statutory, voluntary and independent agencies, clubs, organisations and groups that provide services in Wiltshire. The database gives details on what these organisations provide as well as full contact details.

Other useful publications/leaflets

Your Contributions Towards Services Compliments, Comments and Complaints

Available from: Publicity and Information Officer,
Department of Community Services,
County Hall, Trowbridge, BA14 8JN. Tel: 01225 713923
Email: socialservices@wiltshire.gov.uk

Glossary of Organisations

Age Concern	Advice and information for older people.
Carers Support	Provide information, advice and support for carers.
Carers Voice	Wiltshire panel of carers who are regularly consulted on a variety of topics.
Citizens Advice Bureau (CAB)	General advice and information service.
Council of Voluntary Services (CVS)	Provide information, & database of local voluntary organisations.
CTPLD	Community Team for People with Learning Disabilities.
Emergency Duty Service (EDS)	Adult & Community Services out of hours service for people experiencing difficulties at night, weekends and bank holidays.
Hearing and Vision Team	Specialist team supporting people who are Deaf, hard of hearing, blind, partially sighted or have a dual sensory loss.
Independent Living Centre	Help and advice for disabled persons to support independent living.
Locality Team	Local teams of Health & Social Care staff.
MIND	Support people with a wide range of emotional or mental distress
Voluntary Action (see CVS)	Provide a database of voluntary organisations (see CVS)
Wiltshire and Swindon Users Network (WSUN)	Support the empowerment of adults who are long term users of health & social care services.
Wiltshire Racial Equality Council (WREC)	Support for black and ethnic minorities.
Wiltshire Young Carers	Providing support to young carers under the age of 25.

Useful addresses and contact details county-wide services

Libraries also hold a wide range of information about local services, helplines and support groups.

Department of Community Services

Emergency Duty Service

Tel: 0845 60 70 888
Textphone: 01380 728585
Fax: 01380 724008

Hearing and Vision Team

The House, Southfield
Victoria Road, Devizes
Tel/ Text: 01380 725201
Fax: 01380 729002

Voluntary agencies

Wiltshire Mind

High Street
Calne SN11 0BF
Tel: 01249 814447
Fax: 01249 822252
Email:
Wiltshire_mind@hotmail.com

Wiltshire Racial Equality Council

Bridge House, Stallard Street
Trowbridge BA14 9AE
Tel: 01225 766439
Fax: 01225 766988
Email: info@wiltshire.org.uk
Web: <http://www.wiltshire.org.uk>

Wiltshire Young Carers

Youth Action Wiltshire
Unit 3, Bath Rd Business Centre
Devizes SN10 1XA
Tel: 01380 729813
Fax: 01380 720681
Email: Fax: 01380 720424
enquiries@youthactionwiltshire.org
Web: www.youthactionwiltshire.org

Wiltshire and Swindon Users Network

Independent Living Centre
St George's Road
Semington BA14 6JQ
Tel: 01380 871800
Email:
assistant.wsun.@btconnect.com

Independent Living Centre

St George's Road
Semington BA14 6JQ
Tel: 01380 871007
Fax: 01380 871113

Carers Voice

Helpline: 01225 713186

North Wiltshire

Department of Community Services

Adult social care advice and information

Tel: 0300 456 0100

Email: customercare@wiltshire.gov.uk

Community Teams for People with Learning Difficulties (CTPLD)

North Wilts

Bewley House

Marshfield Road

Chippenham SN15 1JW

Tel: 01249 707900

Fax: 01249 707908

Community Mental Health Teams

North Wilts Area (Under 65s)

Rowden Hill House

Chippenham SN15 2AN

Tel: 01249 767800

Voluntary agencies

Carers Support (North Wilts)

41 New Road

Chippenham

SN15 1HL

Tel: 01249 444110

Fax: 01249 445104

Citizens Advice Bureau

3 Avon Reach

Monkton Park

Chippenham

SN15 1EE

Tel: 0845 120 3707

Council of Voluntary Services

North Wiltshire

3 – 4 New Road

Chippenham

SN15 1EJ

Tel: 01249 654089

Fax: 01249 462561

East Wiltshire

Department of Community Services

Adult social care advice and information

Tel: 0300 456 0100

Email: customercare@wiltshire.gov.uk

Community Teams for People with Learning Difficulties (CTPLD)

Postern House

Marlborough SN8 4AE

Tel: 01672 515637

Fax: 01672 446937

Community Mental Health Teams

Farmer Unit

London Road

Savernake Hospital

Marlborough SN8 3HL

Tel: 01672 517400

Fax: 01672 515073

Green Lane Hospital

Green Lane

Devizes

SN10 5DS

Tel: 01380 731200

Fax: 01380 731308

Voluntary agencies

Age Concern, Wiltshire

13 Market Place

Devizes

SN10 1HT

Tel: 01380 727767 (main)

Infoline: 01380 735500

Fax: 01380 728797

Kennet Carers Assoc.

The Old School House

23 High Street

Pewsey

SN9 5AF

Tel: 01672 564265

Fax: 01672 564211

Voluntary Action Kennet

Office D

12 River Street

Pewsey

SN9 5DH

Tel: 01672 564140

Fax: 01672 564114

Email: staff@vak.org.uk

Citizens Advice Bureau

Commercial Road

Devizes

SN10 1EH

Tel: 01380 728771

South Wiltshire

Department of Community Services

Adult social care advice and information

Tel: 0300 456 0100

Email: customercare@wiltshire.gov.uk

Community Team for People with Learning Disability

South Wiltshire

44-48 Bedwin Street

Salisbury SP2 3UW

Tel: 01722 410814

Fax: 01722 339581

Community Mental Health Teams

City

Heathwood

Fountain Way

Wilton Road

Salisbury SP2 7EP

Tel: 01722 820315

Fax: 01722 820118

Older People

Foxley Green

Fountain Way

Wilton Road

Salisbury SP2 7EP

Tel: 01722 336262 ext 3150

Fax: 01722 335274

Rural

Wilton Health Centre

Market Square

Wilton SP2 OHT

Tel: 0844 4773483

Fax: 01722 744116

Voluntary agencies

Age Concern Salisbury District

Brown Street

Salisbury SP1 2AS

Tel: 01722 335425

Fax: 01722 325362

Carers Support Salisbury

60 Bedwyn Street

Salisbury SP1 3UW

Tel: 01722 322746

Fax: 01722 341440

Citizens Advice Bureau

18 College Street

Salisbury

SP1 3AL

Tel: 01722 327222

Fax: 01722 341440

**Salisbury & District Council for
Voluntary Services (CVS)**

Greencroft House

42/46 Salt Lane

Salisbury SP1 1EG

Tel: 01722 421747

Fax: 01722 415544

Email:

salisburycvs@ruralnet.org.uk

West Wiltshire

Department of Community Services

Adult social care advice and information

Tel: 0300 456 0100

Email: customercare@wiltshire.gov.uk

Community Team for People with Learning Disability

Newbury House

Aintree Avenue

White Horse Business Park

Trowbridge

BA14 0XB

Tel: 01225 760106

Fax: 01225 752641

Community Mental Health Teams

(over 65's)

Charter House

Seymour Road

Trowbridge BA14 8LS

Tel/Text: 01225 356400

Fax: 01225 356401

(under 65s)

Red Gables

Hilperton Road, Trowbridge

BA14 7JE

Tel/Text: 01225 354354

Fax: 01225 354380

(all ages)

Shearwater Lodge

1 The Avenue

Warminster

BA12 9AA

Tel: 01985 220030

Fax: 01985 220040

Voluntary agencies

Age Concern, Wiltshire

13 Market Place
Devizes
SN10 1HT
Tel: 01380 727767
Fax: 01380 728797

Citizens Advice Bureau

1 Mill Street
Trowbridge
BA14 8BE
Tel: 0845 1203737

Carers Support West Wilts

St George's Road
Semington
Trowbridge BA14 6JQ
Tel: 01380 871690
Email:
admin@salisburycarers.co.uk

Voluntary Action (West Wilts)

Bridge House
Stallard Street
Trowbridge BA14 9AE
Tel: 01225 767993
Fax: 01225 776313
Email: vaww@globalnet.co.uk

Ref: June 2009

Information about Wiltshire Council services can be made available in other formats (such as large print or audio) and languages on request. Please contact the council on 0300 456 0100, by text phone on (01225) 712500 or by email on customerservices@wiltshire.gov.uk

يمكن، عند الطلب، الحصول على معلومات حول خدمات مجلس بلدية ويلتشير وذلك بأشكال (معلومات بخط عريض أو سماعية) ولغات مختلفة. الرجاء الاتصال بمجلس البلدية على الرقم ٠٣٠٠٤٥٦٠١٠٠ أو من خلال الاتصال النصي (تيكست فون) على الرقم ٧١٢٥٠٠ (٠١٢٢٥) أو بالبريد الإلكتروني على العنوان التالي: customerservices@wiltshire.gov.uk

如果有需要我們可以使用其他形式（例如：大字體版本或者錄音帶）或其他語言版本向您提供有關威爾特郡政務會各項服務的資訊，敬請與政務會聯繫，電話：0300 456 0100，文本電話：(01225) 712500，或者發電子郵件至：customerservices@wiltshire.gov.uk

Na życzenie udostępniamy informacje na temat usług oferowanych przez władze samorządowe hrabstwa Wiltshire (Wiltshire Council) w innych formatach (takich jak dużym drukiem lub w wersji audio) i w innych językach. Prosimy skontaktować się z władzami samorządowymi pod numerem telefonu 0300 456 0100 lub telefonu tekstowego (01225) 712500 bądź za pośrednictwem poczty elektronicznej na adres: customerservices@wiltshire.gov.uk

ولشائر کونسل (Wiltshire Council) کی سروسز کے بارے میں معلومات دوسری طرزوں میں فراہم کی جاسکتی ہیں (جیسے کہ بڑی چھپائی یا آڈیو) اور درخواست کرنے پر دوسری زبانوں میں فراہم کی جاسکتی ہیں۔ براہ کرم کونسل سے 0300 456 0100 پر رابطہ کریں، ٹیکسٹ فون سے (01225) 712500 پر رابطہ کریں یا customerservices@wiltshire.gov.uk پر ای میل بھیجیں۔