

Fair Access to Care - how we use government to decide how we can help

It is our priority to help you keep your independence but we have limited resources. We follow national guidelines from the Department of Health called 'Fair access to care services'.

These guidelines categorise what the risks to independence would be if your needs are not met. There are 4 categories - **critical**, **substantial**, **moderate** and **low**.

What are eligibility criteria?

These are the conditions you have to meet to get help from us.

Councils are allowed to decide whether they have enough resources to provide help for all four of the eligibility criteria bands, or just for some of them.

Who can we help?

In Liverpool, we have enough money to provide services to people in the **critical**, **substantial**, and **moderate** bands. These three bands are our current eligibility criteria.

People in the **low** band do not meet our eligibility criteria and so will not get a service, but we will provide information and advice on other sources of help where possible.

We will review our eligibility criteria every 12 months.

How does it work?

When you contact us for help we will offer you an assessment. This looks at your situation and shows what help you need.

Together with you, we will work out how much your independence is at risk if you don't receive help.

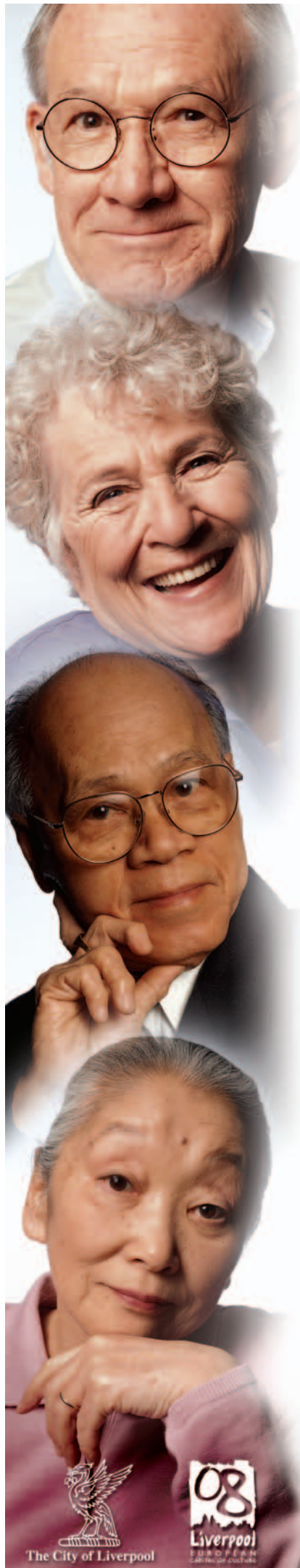
This helps us to form a clear picture of your needs and to decide whether you should receive a service from us. (Our leaflet 'Assessments and care plans for you and your carer' gives you more information about this.)

When working out the risk to your independence, government guidance says we need to focus on 4 factors that are central to a person's independence.

1. Autonomy and freedom to make choices. This is about your ability to make choices affecting your situation.
2. Health and safety, including freedom from harm, abuse and neglect, and taking wider issues of housing and community safety into account.
3. The ability to manage personal and other daily routines.
4. Involvement in family and wider community life, including leisure, hobbies, unpaid and paid work, learning and volunteering.

We will also take in to account:

- Help you have from carers, and other agencies.
- Risks faced by others, such as your carers.
- Which risks are acceptable to you, or are a natural part of independent living.



What are the priorities for an assessment?

We will respond to all requests for assessment as follows:

Critical

- requires a response within 48 hours of receipt of referral.

People who are in a crisis situation or are actually at risk or pose a serious risk, when:

- life is or will be threatened
- significant health problems have developed or will develop
- there is or will be little or no choice and control over vital aspects of the immediate environment
- serious abuse or neglect has occurred or will occur
- there is or will be an inability to carry out vital personal care or domestic routines
- 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 or other social roles and responsibilities cannot or will not be undertaken.

Substantial

- requires a response within 4 weeks.

People and/or carers who are having significant difficulties in coping and are potentially at significant risk, when:

- there is or will be only partial choice and control over the immediate environment; and/or
- abuse or neglect has occurred or will occur
- there is or will be an inability to carry out the majority of personal care or domestic routines
- 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 responsibilities cannot or will not be undertaken.

Moderate

- response within 6 months.

People and/or carers who are finding it hard to cope and there is some risk to their health, when:

- there is, or will be, an inability to carry out several personal care tasks or domestic routines
- 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 responsibilities cannot or will not be undertaken.

Low

- will generally not get an assessment but will be given advice and information where possible.

People whose quality of life could be improved but their situation is stable and there is no risk to them or their carers, when:

- there is or will be an inability to carry out one or two personal care or domestic routines
- involvement in one or two aspects of work, education or learning cannot or will not be sustained
- one or two social support systems and relationships cannot or will not be sustained
- one or two family and other social roles and responsibilities cannot or will not be undertaken.

What happens next?

We will give a level of risk to each of the four factors of independence by matching the risks identified to you, to the circumstances described in the Government's four eligibility bands – **critical**, **substantial**, **moderate** or **low**. Your overall eligibility band will be the highest of the four levels.

For example if the risk to your level of independence is:

- 'low' for autonomy and freedom of choice
- 'moderate' for health and safety
- 'substantial' for managing personal and daily routines
- 'low' for family and social involvement

- then your overall eligibility will be the highest of the four levels – so in this example you will be in the 'substantial' eligibility band. This means we can meet all your needs that are 'moderate' or 'substantial'. We can't meet any that are 'low' as they are outside our eligibility criteria.

What happens if I'm not eligible?

We will write and tell you whether you are eligible or not. If you are not, we will provide you with advice and information about other sources of help in the community.

You can also make a complaint if you are unhappy with our decision – see 'further information' at the end of this leaflet.

What happens if my needs change?

If your needs change you should contact Careline or your social worker and ask for a review.

We will work out if you still meet the eligibility criteria. You may find you are in a higher eligibility band, or that you no longer meet the criteria at all.

If you don't meet the criteria, the services will stop. We will give you notice that this is going to happen and you may still access the service for up to four weeks while you make other arrangements. We can also provide information and advice about other sources of help.

Further information

Further information about Carers' Assessments is available in the leaflet 'Help for carers - Carers' Assessment Information', or you can contact the carers support officer at Local Solutions on 0151 705 2307



Careline Our fully trained customer advisers and social workers offer a confidential service 24 hours a day, 7 days a week -
call 0151 233 3800,
Minicom 0151 225 2500
or e-mail: wecanhelp@liverpool.gov.uk



Website The council's website provides information on all council services, including social services - www.liverpool.gov.uk



Fiftyplus Our new website for people over 50 gives you all the information you need for council services, health services and leisure activities: www.fiftyplus.liverpool.gov.uk



Age Concern (Liverpool),

Sir Thomas House, 5 Sir Thomas Street, Liverpool L1 6BW.
Tel 0151 330 5678. www.acliverpool.org.uk
e-mail: mail@acliverpool.org.uk



Help the Aged Senior Line

Telephone 0808 800 6565

Other Formats and Translations

If you would like a copy of this leaflet in either Braille, large print, audio tape format or translated into another language call Careline 233 3800, Minicom 225 2500



Have Your Say If you have a comment, compliment or complaint about any council service you can pick up a copy of our 'Have your say' leaflet at any council reception point, one stop shop, or you can telephone Liverpool Direct 233 3000.

Advocacy If you want help to get your views heard, we can provide you with information on local advocacy organisations - call Careline on 0151 233 3800, Minicom 0151 225 2500
or email: wecanhelp@liverpool.gov.uk

If you require a translation of this leaflet please telephone Careline on 233 3800. We are a member of Language Line and can arrange interpreters in different languages.

إذا ترغب في ترجمة هذه النشرة الرجاء الاتصال بخط الرعاية Careline على الرقم 233 3800. إننا أحد أعضاء خط اللغة Language Line ويمكننا أن نوفر مترجمين بمختلف اللغات.

若是你需要這份傳單的中文譯本，請致電「護理專線」233 3800 索取。我們是「語言熱線」的會員和可以安排不同語言的口譯員。

Potřebujete-li překlad tohoto letáčku, spojte se prosím s Careline na telefonním čísle 233 3800. Jsme členy Jazykové linky a můžeme zprostředkovat tlumočníky v rozdílných jazycích.

نەتەتەر تەرجومەتکراوی نەم بلاوکراوت دەتویت نەتوا تکایە تەبۆتەدی بە (کارۆلاین)تقوة بکه بة ذمارة تەلەفونی 233 3800. نەیمە نەندامی (لانطویج لاین _ خەتی تەرجومە لە ریطە ی تەلەفونەتقوة)بەین وە دقتوانین وقرطیر بە ضەندەها زمانی جیاواز دابین بکەین .

Hadaad u baahan tahay turjumaad laguugu sameeyo warqadan fadlan ka soo wac Careline 233 3800. Waxaan xubin ka nahay khadka luqadaha waxaana kuugu balamin karnaa turjumaan afaf kala duwan.