

## Fair Access to Care Consultation (Draft) March 2010

Dear Sir or Madam

We are **THINKING** about changing the way we decide who should receive Social Care Services.

We invite you to complete the attached questionnaire by [**DATE TO INSERT**] so that we can inform Councillors of your views.

You can ask a friend, relative, carer or member of staff to help you fill in the questionnaire. You can also ring [**TELEPHONE NUMBER TO INSERT**].

If you need this letter in a different format (large print, Braille, easy English with pictures, different languages or on tape) please ring the **HELP LINE** on [**NUMBER TO INSERT**]

We are also holding various meetings locally to ask people for their views. Further details are provided later in this letter.

Please note at this stage we are only consulting on a **POSSIBLE** change to the eligibility criteria (rules) for Social Care services.

The following documents attached to this letter provide further information.

- **Document 1** – Fair Access to Care leaflet (Services for Adults when will we help). This leaflet explains how Social Care Services in Stockton currently decide who is eligible for services.
- **Document 2** – Explains why we are **THINKING** about the possible changes to the eligibility criteria (rules).
- **Document 3** – provides typical examples of needs for Fair Access to Care bandings (MODERATE SUBSTANTIAL and CRITICAL).
- **Document 4** – provides the Questionnaire for you to feedback your views on the proposals. Further details are provided in this letter.

### How can I have my say?

There are a number of ways you can have your say. **You can do this by:**

#### **1. Completing the enclosed questionnaire – Your views**

Please return the completed questionnaire in the prepaid envelope enclosed with this letter by [**DATE TO INSERT**].

**2.** You can ask staff who visit you to help you complete the questionnaire.

**3.** You can e-mail your views to [**INSERT EMAIL ADDRESS**]

**4.** You can visit the website and tell us your views via [**INSERT WEBSITE ADDRESS**]

**5.** You can come along to one of the following public meetings (anyone with access or language needs who wishes to attend a public meeting should contact the consultation **HELP LINE** on [**TO INSERT NUMBER**]).

**6.** You can write to the Director of Children, Education and Social Care by [**DATE TO INSERT**]

### **What happens next?**

All the views from the questionnaire and meetings will be gathered together and made into a report. This report containing the views gathered in the consultation will be made available to all those who have taken part in the consultation.

The Council's Health Select Committee is undertaking this review of Fair Access to Care. The consultation report will be presented to the council's Health Select Committee in September / October 2010 (tbc), and Committee will make recommendations on the way forward.

This information is being sent to all people in receipt of social care services and sometimes, unfortunately, may arrive at difficult times in people's lives. If this is the case for you, please accept our sincere apologies.

If you have any issues regarding the services you receive that are not related to the eligibility criteria for Social Care Services please contact us at: First Contact (01642 527764)

Thank you for your help.

Your sincerely

Jane Humphreys  
Director of Children  
Education & Social Care

DRAFT

# SERVICES FOR ADULTS

When will we help?

Fair access to Care Services

## **Introduction**

This leaflet explains the circumstances under which Stockton Council's Health and Social Care Service will be responsible for giving help.

We closely follow Department of Health guidance called 'Fair Access to Care Services', which is designed to make the process the same nationally. It is also to introduce fairness between different groups of clients.

In this guidance those things that you think you need help with are called 'presenting needs'.

To find out if the help you need is our responsibility we assess your circumstances to see if you are what the guidance terms as 'eligible'. Any needs the Council is responsible to help with are called 'eligible needs'.

For information about the service/support that can be provided, see our leaflet 'Services for Adults – 'Can we help?'.

### **How do we work out if your needs are eligible?**

In 'Fair Access to Care Services' the Department of Health told us how we have to work out with people their eligible needs. We have to assess people's circumstances and consider with them (and their carer if they wish) what risks there may be to:

- Health
- Safety
- Independence
- Daily routines
- Involvement in family and community

We must then place these risks in one of four bands:

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

## **How is it decided which band to place needs in?**

The guidance states what level of need fits into which band. For example, if there is an immediate threat to life, health, vital involvement in work or family responsibilities or an inability to carry out vital personal care, such needs would be critical and would receive the highest priority.

Where most aspects of choice and control, personal care needs, ability to engage in work, education, family roles etc are affected, needs would be in the substantial band.

Where several of the things outlined above are affected, needs would be in the moderate band.

Where one or two aspects of life are involved that are not a risk to health, safety or independence these needs would fall in to the low band.

The person being assessed (and their carer if they wish) will be involved in the assessment. Their view of how things affect them will be important and will take account of when deciding which band their needs fit into.

## **Are carers' needs worked out in the same way?**

Relatives and friends who provide substantial and regular support (Carers) have a right to be assessed if they feel they need some support to continue giving care. A different framework is used to work out what help can be provided to carers. This is based on 'The Carer and Disabled Children Act 2000' and the Carers (Equal Opportunities) Act 2004. For more information see our leaflet 'Information For Carers of Adults'.

## **Do all the needs that fall into the four bands have to be met?**

Every Council has to decide which bands it can afford to meet, taking account of the money and resources it has. It can then review this according to what has been spent and change the level of eligibility if it needs to. Councils are unlikely to do this more than once a year.

At present Stockton Council has agreed to meet all eligible needs in the moderate, substantial and critical bands. We are not able to meet needs that are in the low band.

## **What if I disagree with the assessor about which band my needs are in?**

Fortunately this does not happen often. However, if you do not agree with the assessors explanation, you should ask them for a review of their assessment. This review will be carried out by their manager, who will write to tell you the outcome. If you are still dissatisfied you should make a complaint. We provided all clients with the leaflet 'Comments, Commendations and Complaints', which explains how to do this. Your complaint will then be investigated and you will receive a written response.

## **Is there a charge for services?**

Some people will be charged for services (but not for appliances or intermediate care). Every person who wishes to receive chargeable services, and has eligible needs, will undergo a financial assessment. This will be used to work out if a contribution to the cost of the service will be made or not. Advice will also be offered so that people will know their benefit entitlement. Sometimes this will result in some people receiving more benefits. For more information on charging please contact our First Contact Unit or ask the assessor.

If you would like this information in any other language or format, for example large print or audio, please contact Billingham Council Offices Reception on 01642 526114.

## **Who to contact if this information is difficult to understand or you would like to speak to someone:**

First Contact Unit  
Stockton-on Tees Borough Council  
Bath Lane Advice Centre  
Bath Lane  
Stockton-on-Tees  
TS17 2EQ

### **Useful Contact Details:**

Telephone: 01642 527764

Minicom: 012642 415017

E-mail: [firstcontact@stockton.gov.uk](mailto:firstcontact@stockton.gov.uk)

EDT Out of Hours Telephone: 08702 402994

## Document 2

### Fair Access to Care Consultation

#### Possible changes to Eligibility Criteria (Rules) for receiving Social Care Services

We are **THINKING** about changing the way we decide who should receive Social Care services.

##### What happens at the moment?

- To make sure everyone has fair access to Social Care services we look at your level of needs
- We look at whether you are able to live safely and independently at home. This is called a needs assessment.
- These 'levels of need' have been decided by the government and are called **LOW, MODERATE, CRITICAL** and **SUBSTANTIAL**.
- In Stockton we provide Social Care if you have **MODERATE, SUBSTANTIAL** or **CRITICAL NEEDS**.

##### What are we thinking about changing?

- We are thinking about changing the rules so that people with the **GREATEST** needs receive the most help.
- This change means that we may provide Social Care services to those with **SUBSTANTIAL** and **CRITICAL** needs **ONLY**.
- Those with lower level needs (**MODERATE AND LOW**) would be directed to other services available in the community. Examples are, Age Concern, George Hardwick Foundation (Carers Group), Luncheon and Friendship Clubs etc.
- The change would also mean we could provide more money to help these community services, which are available to everyone who lives in Stockton (and do not need to be assessed by social care).
- If you have **MODERATE** needs and are already receiving help we would **CAREFULLY** look at your situation. We **WILL NOT WITHDRAW** services unless it is safe to do so.

**Document 3**  
**Matrix detailing Risks to Independence and Aspects of Independence**

Risk Banding	Risk Factors which are considered key to the maintenance and promotion of Independence			
	<b>KEEPING INDEPENDENT/AUTONOMY</b> ie. physical health/mobility, accommodation	<b>HEALTH &amp; SAFETY</b> ie. physical health/mobility, emotional and mental health , adult protection	<b>MANAGING DAILY ROUTINES</b> ie. personal care, domestic activities, finance	<b>INVOLVEMENT IN FAMILY &amp; WIDER COMMUNITY</b> ie. leisure/education/employment
<p><b>CRITICAL</b></p> <p>There is an immediate risk to the health &amp; safety or survival of the person or others</p> <p>Social Services will help to arrange an intensive support system where there is an absence or breakdown of carer support</p>	<p>there is, or will be, little or no choice and control over vital aspects of the immediate environment</p>	<p>life is, or will be, threatened</p> <p>significant health problems have developed or will develop</p> <p>serious abuse or neglect has occurred or will occur</p>	<p>there is, or will be, an inability to carry out vital personal care or domestic routines</p>	<p>vital involvement in work, education or learning cannot or will not be sustained</p> <p>vital social support systems and relationships cannot or will not be sustained</p> <p>vital family and other social roles and responsibilities cannot or will not be undertaken.</p>
<p><b>SUBSTANTIAL</b></p> <p>There is a substantial and high risk to the health and safety of the person or others</p> <p>Social Services will help to maintain and strengthen a support system enabling a person to keep independent ie. a focus on rehabilitation and recovery of independent living or mobility etc.</p>	<p>there is, or will be, only partial choice and control over the immediate environment</p>	<p>health problems present or will present a substantial risk to the person's independence and safety</p> <p>abuse or neglect has occurred or will occur</p>	<p>there is, or will be, an inability to carry out the majority of personal care or domestic routines</p>	<p>involvement in many aspects of work, education or learning cannot or will not be sustained</p> <p>the majority of social support systems and relationships cannot or will not be sustained</p> <p>the majority of family and other social roles and responsibilities cannot or will not be undertaken.</p>



Risk Banding	Risk Factors which are considered key to the maintenance and promotion of Independence			
	<b>KEEPING INDEPENDENT/AUTONOMY</b> ie. physical health/mobility, accommodation	<b>HEALTH &amp; SAFETY</b> physical health/mobility, emotional and mental health , adult protection	<b>MANAGING DAILY ROUTINES</b> ie. personal care, domestic activities, finance	<b>INVOLVEMENT IN FAMILY &amp; WIDER COMMUNITY</b> ie. leisure/education/employment
<p><b>MODERATE</b></p> <p>There is a moderate risk to the health and safety and well-being of the person or others</p> <p>Social Services will help to maintain a support system, enabling a person to keep independent ie. a focus on rehabilitation and recovery of independent living or mobility etc.</p>		<input type="checkbox"/> there are expressions of concern for an adult who may be vulnerable to abuse	<input type="checkbox"/> there is, or will be, an inability to carry out several personal care or domestic routines	<input type="checkbox"/> involvement in several aspects of work, education or learning cannot or will not be sustained  <input type="checkbox"/> several social support systems and relationships cannot or will not be sustained  <input type="checkbox"/> several family and other social roles and responsibilities cannot or will not be undertaken.
<p><b>LOW</b></p> <p>There is no apparent risk to the health, safety or well-being of the person or others</p> <p>Social Services are able to offer advice and information that enables the person to help themselves</p> <p>Social Services will adopt a preventive approach where needs may significantly worsen for lack of timely help</p>	<input type="checkbox"/> the amount of choice and control over the environment is felt by the person to be at an acceptable level  I	<input type="checkbox"/> health problems present or will present a low risk to the person's independence and safety	<input type="checkbox"/> there is, or will be, an inability to carry out one or two personal care or domestic routines	<input type="checkbox"/> involvement in one or two aspects of work, education or learning cannot or will not be sustained  <input type="checkbox"/> one or two social support systems and relationships cannot or will not be sustained  <input type="checkbox"/> one or two family and other social roles and responsibilities cannot or will not be undertaken.

## Document 4 QUESTIONNAIRE – YOUR VIEWS

### Children Education & Social Care Fair Access to Care Consultation

#### Possible changes to the Eligibility Criteria (rules) For receiving Social Care Services

#### What we would like you to do

Please complete the attached questionnaire to give us your views on possible changes to the eligibility criteria (rules) for Social Care Services.

#### What to do if you need help

You can ask a friend, relative, carer or member of staff to help you fill in this form or you can ring the consultation **HELP LINE** on (**To insert**).

The following documents are enclosed with your questionnaire:

- **Document 1** – Fair Access to Care summary leaflet (Services for Adults when we will help). This leaflet explains how Social Care Services in Stockton decide who is eligible for services.
- **Document 2** – Explains why we are **THINKING** about the possible changes to the eligibility criteria (rules).
- **Document 3** – Provides examples of current services provided within Fair Access to Care bandings (MODERATE, SUBSTANTIAL and CRITICAL).
- **Document 4** – Provides the questionnaire for you to feedback your views on the proposals.

#### Confidentiality

Your answers to the survey are strictly confidential. Names will never be associated with any answers or comments made. [RP to update using most recent phrasing]

#### What will be done with the results of the survey?

All the views from the survey will be gathered together and a report will be presented to Health Select Committee in September 2010. This report will be made available to all those who take part in the consultation.

#### Sending back the completed questionnaire

Once you have completed the questionnaire please return it in the pre-paid envelope provided by [DATE].

## Questionnaire – Your Views

*Fair Access to Care Consultation*

**1. About you (the person who receives the service). Please tick (✓)**

**a. Are you a:**                      Service User                         Carer                         Other  

**If other please state:** \_\_\_\_\_

**b. Gender**                      Male                                            Female  

**c. What is your age range?**

Under 18         18-29         30-39         40-49  

50-59         60-69         70-79         80+  

Prefer not to say  

**2. What do you think about the idea of changing the eligibility criteria (rules) for statutory care services, and re-investing some of the savings in support to community based services for all?**

**Please tick (✓) one box**

**I agree with the idea**

**I DO NOT agree with the idea**

**I am not sure**

**If you do NOT agree with the idea, please can you tell us why not?**

**If you are NOT sure, please can you tell us why?**

**3. If the Council did make the change, what sort of community based services would you MOST like to see?**

Some examples are provided below. Please put a tick (✓) against the ones you MOST want to see.

**Sitting or short break services**

(Sometimes known as respite services)

Yes

**Meeting People**

('Drop in' / social activities)

Yes

**Day Care**

Yes

**Help getting to appointments etc**

Yes

**Transport**

Yes

**Shopping**

Yes

**Cleaning**

Yes

**Laundry**

Yes

**Prescription Collection**

Yes

**Money Collection**

Yes

**Please add (in the space below) what other services you would like to see:**

**THANK YOU** for taking the time to let us know your views.  
Please return the questionnaire in the enclosed  
pre-paid envelope provided by **[DATE]**.