



THE MORAY COMMUNITY HEALTH AND SOCIAL CARE PARTNERSHIP

Eligibility Criteria for Community Care

POLICY and PROCEDURE



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Does this procedure contain information relating to a Carefirst Procedure? Yes/No

1.0 Purpose

To clarify for Moray Council and agents acting on behalf of The Moray Council, who should use the Eligibility criteria and in what circumstances.

2.0 Related Policies/Procedures/Legislation

The legal framework within which The Moray Council's Community Care Division within the Community Services Department operates in respect of people aged 16 or over.

In general, The Moray Council may provide community care services to individual adults with needs arising from physical, sensory, learning or cognitive disabilities and impairments, or from mental health problems. The Moray Council's responsibilities are set out in the following legislation:

- The Social Work (Scotland) Act 1968
- The NHS and Community Care Act 1990
- Community Care and Health (Scotland) Act 2002
- Chronically Sick and Disabled Persons Act 1970
- Disabled Persons (Service, Consultation and Representation) Act 1986
- Mental Health (Care and Treatment) (Scotland) Act 2003
- Health and Social Services and Social Security Adjudication's Act 1983
- Adults with Incapacity (Scotland) Act 2000
- The Regulation of Care (Scotland) Act 2001
- Children (Scotland) Act 1995
- Data Protection Act 1998
- Freedom of Information (Scotland) Act 2002
- The Human Rights Act 1998 and Equality Legislation.

Policies/Procedures

- The Moray Council's Allocations Procedure
- The Moray Council's Carers Assessment Policy and Procedure

Other Related Documents

- The Moray Council's Single Shared Assessment Form
- The Moray Council's Joint Service User and Carer Review Form
- Independent Review of Free Personal Care and Nursing Care In Scotland – A Report by Lord Sutherland (April 2008)
- Relevant Policy Documents – Health Topic – Scottish Government – www.scotland.gov.uk/Topics/Health
- Circular CCD8/2001: Guidance on Single Shared Assessment of Community Care Needs
- Circular CCD3/2008: National Minimum Information Standards for Assessment and Care Planning for Adults
- National Community Care Outcomes Framework
- COSLA
- National Eligibility Criteria for Adult Social Care and Waiting Times for Personal & Nursing Care

3.0 Scope and Aims of the Policy

This Policy is about eligibility for adult social care services to ensure greater consistency and transparency in standards for access to care services.

This document sets out The Moray Council's eligibility criteria for access to personal Community Care Services provided directly by, or commissioned through, The Moray Council.

It is important that clear information on Services is available to the public. In order to achieve this and confirm The Moray Council's responsibility to target resources to those most in need, elected members approved these eligibility criteria and decided that services will be targeted on those within the "critical" and "substantial" bands.

Services may be provided for these within moderate or low eligibility bands dependant upon individual circumstances and available resources. The criteria are based on an assessment of an individual's risk to independence.

Assessments for people requesting services:

Assessments are available to people who have, or appear to have, social care needs, are aged 16 years or over and whose needs fall within the legal framework for The Moray Council Community Care Department. In general, The Moray Council may provide community care services to individual adults with needs arising from physical, sensory, learning or cognitive disabilities and impairments, or from mental health problems.

Where assessments are provided jointly with Health colleagues, assessments will be available to people aged 16 or over. Assessment by Adult Services carried out under the Mental Health (Care and Treatment) (Scotland) Act 2003 is available to any person, whatever his / her age. Assessment for service is recognised as a statutory duty and is a service in its own right and is distinct from the provision of services.

This will include any person with social care needs arising from:

- Old age / frailty / illness (including mental illness)
- Physical disability.
- Learning disability.
- Blindness or partial sight.
- Hearing impairment.
- Mental health problems.
- Drug / alcohol dependency.
- Injury or illness that has a substantial long term or acute effect upon ability to carry out normal day to day activities.

A carer who is providing significant and substantial care to someone who falls within one of the above categories is entitled to an assessment of their own needs. This is known as a Carer's Assessment. Carers' needs are assessed within the framework of the Social Work (Scotland) Act 1968, where the focus is the carer's needs and the sustainability of the caring role.

Demand for Community Care Services for older people and adults, including residential, day care, respite care and support at home, continues to increase and place significant pressure on a finite budget. Specific performance criteria set by the Scottish Government and policies promoting and encouraging independent living within the community also creates increasing pressure on providing services for people with complex needs.

The provision of services such as travel concessions, and disabled persons parking badges for motor vehicles, is covered by regulations and guidance under the Chronically Sick and Disabled Persons Act 1970.

This gives prescribed eligible categories and descriptions of disabled people who may receive such services. As such, these services are outside the scope of the Eligibility Criteria in this document.

4.0 Who and Where this Procedure applies/Responsibilities

This procedure applies to all staff and service users.

5.0 Procedure

The Eligibility Criteria provides a framework for helping to ensure that decision making is transparent, fair and consistent. The term eligibility refers to whether or not an individual may be entitled to receive services. The decision is not made until after needs have been assessed and the level of priority identified.

The Eligibility Criteria support the principles which underline current legislative and policy initiatives including promoting inclusion and choice, maximising

independence, involving individuals in care arrangements, considering the needs of users and carers and focussing on issues of protection and safety.

The services that may be able to be offered depend on an individual's personal circumstances. There are a wide range of services provided, some of which are:

- Home care
- Meals on wheels
- Day care
- Support for people with mobility difficulties
- Falls prevention
- Aids and adaptations for people with disabilities
- Accommodation Services
- Respite Care
- Community Learning Disability Team
- Community Mental Health Team
- Specialist advice and information

In order to establish whether an individual is eligible for a community care service, there are three stages to go through: -

- 1. Qualifying for a Community Care Assessment**
- 2. Community Care Assessment to identify and agree needs**
- 3. A decision as to whether the individual is eligible to receive a service**

Stage One - Qualifying for an Assessment

The threshold for qualification of a Community Care assessment is a low one. The Moray Council has a duty to assess an individual where it appears to it that a person may be in need of community care services that The Moray Council may provide or arrange.

When an individual first makes contact with The Moray Council Community Services Department to enquire about services, they will be asked about their circumstances, to establish whether it appears that they may be in need of any such services. Where it appears that they may be in need of community services they will be referred to the relevant team for an assessment. The individual will not be asked about their financial circumstances at this stage and if the person appears to The Moray Council to be in need of social care services, they will receive an assessment regardless of their financial status.

Stage Two - Community Care Assessment – Identify and Agree Needs

The Community Care Assessment is a process where The Moray Council with the involvement of the individual and where appropriate, in consultation with family members, carers or an advocate will gather sufficient information to work out what the individual's needs are.

Eligibility for service is based on the single shared assessment process focussing on individual needs and seriousness of risk to their independence if their needs are not met.

The purpose of the assessment of needs is to identify and evaluate an individual's presenting needs and how they constrain to support his capacity to live a full and independent life. During the assessment process information of all presenting needs is gathered and then evaluated against the risks to the individual's: -

- Autonomy;
- Health and Safety;
- Ability to manage daily routines;
- Involvement in family or wider community life

If the risk to independence if the need were not met is evaluated as either Critical or Substantial then the presenting need becomes an eligible need to be met by providing or arranging a community care service.

If an individual is assessed as having eligible needs, they may nevertheless be required to pay for or make a contribution toward some community care services.

Whether or not an individual meets the Eligibility Criteria for The Moray Council funded services, our local offices can provide him/her with advice and information about sources of help and support within the community.

If the assessment confirms that a person's needs meet any of the eligibility criteria for service provision listed, then services may be arranged to meet identified needs. Which services are provided, for how long and at what cost is dependent upon individual needs and circumstances. Services will change as needs and circumstances change (this is identified by a regular review of circumstances). This may mean that if a person's circumstances improve, (that is the risk(s) to their independence reduce to below the eligibility threshold) services will reduce or cease.

It will be seen from the criteria that prioritisation is made on the basis of immediate and longer term critical consequences for independence based on risk and safety of individuals rather than improving quality of life.

The Moray Council has produced an **Eligibility Criteria Checklist (Appendix Two)** at the point of considering a referral to social services, the checklist should not be completed to screen whether to refer to social services. This checklist is a tool that may be used to help evidence the eligibility needs for particular service users. This tool may be shared with service users and carers as part of the care management process. The duty to offer an assessment for community care services is set out in the Social Work (Scotland) Act 1968. That is where people appear to be in need of community care services and appear to have significant needs. Staff who wish to use the checklist will need to be familiar with the content.

Note: The Eligibility Criteria Checklist is only completed following an assessment or review. Guidance on completing the Eligibility Checklist can be found in Appendix Three. Please note this Checklist is optional.

The Moray Council's Eligibility Criteria Matrix (Appendix Four) sets out the level and types of needs and risks that The Moray Council will meet through community care services and those that it will not. This decision is based on the risks of harm or danger and / or impact to an individual's independence if needs are not addressed and then grading the level of impact / risks as critical/ substantial, moderate or low.

Stage Three - Deciding Who is Eligible for a Service

The Moray Council is not required to meet all needs identified in the assessment, this is because the demand for services outweighs the money available to provide services to meet all needs. In working out what needs will be met, the Council is required to have an **Eligibility Criteria** for services.

In setting the Eligibility Criteria the Council followed guidance set out in the National Eligibility Criteria for Adult Social Care and Waiting Times for Personal & Nursing Care. This document sets out an Eligibility Framework for **all** Services adults over the age of 16. The Eligibility Framework is graded into four bands – **critical, substantial, moderate and low risks**, which describe the seriousness of the risk to independence or other consequences if needs are not addressed.

When setting its Eligibility Criteria, the Moray Council has discretion, taking into account its resources, to decide which bands of need will be met. In common with most Local Authorities, The Moray Council has decided it should fund services to meet needs where the risk to independence or other consequences fall into the **critical or substantial** band.

The Moray Council will consider those needs that are identified as lower or moderate and may meet these if it is agreed this will prevent further deterioration.

These needs will be met on a discretionary basis and the availability of resources will be taken into account in making the decision about provision of services to meet those needs.

The eligibility guidance set out in the National Eligibility Criteria and Waiting Times document issued by the Scottish Government prescribes the framework for criteria that must be applied by Moray Council, including the designation of 'bands' of need.

The four bands of Intensity of risk are as follows:

Critical Risk: Indicates that there are major risks to an individual's independent living or health and well-being likely to call for the **immediate** or **imminent** provision of social care services (high priority).

Example: A woman with some confusion, who is a wheelchair user and who has poor eyesight, finds her home is severely damaged by flooding from broken pipes. This woman is likely to have critical needs around accommodation, washing and accessing meals.

Substantial Risk: Indicates that there are significant risks to an individual's independence or health and wellbeing likely to call for the **immediate** or **imminent** provision of social care services (high priority).

Example: A woman with no confusion lives alone. She has severe arthritis and walks slowly using a zimmer frame, and has a history of falling. She can slowly manage to get out of bed but cannot wash or dress herself. She cannot put together the ingredients for a meal although she is able to make herself a cold drink and eats biscuits and cheese. This woman is likely to have substantial needs around washing, dressing and having a meal.

Moderate Risk: Indicates that there are some risks to an individual's independence or health and wellbeing. These may call for the provision of some social care services managed and prioritised on an ongoing basis or they may simply be manageable over the **foreseeable future** without service provision, with appropriate arrangements for review.

Example: An older person, living alone and isolated, with limited mobility, who has difficulty in washing and bathing and is beginning to suffer from feelings of loneliness. This person is likely to have moderate needs.

Low Risk: Indicates that there may be some quality of life issues, but low risks to an individual's independence or health and wellbeing with very limited, if any, requirement for the provision of social care services. There may be some need for alternative support or advice and appropriate arrangements for review over the **foreseeable future** or **longer term**.

Example: A middle aged person who has some sensory issues and arthritis who is no longer able to maintain their previous high standard of domestic and personal care routine. This person is likely to have low needs.

Examples of what are usually categorised as moderate or low needs include cleaning the home, polishing and dusting, vacuuming, collecting benefits, laundry and social contact or other forms of reassurance and general emotional support.

Moderate and Low Risks

The Moray Council will take into consideration whether the provision of services or equipment or other interventions might help prevent or reduce the risk of an individual's needs becoming more intensive.

Preventive risk assessment: If an assessment suggests someone's circumstances are likely to deteriorate within the next 6 months to the point they would have critical needs, then they may qualify for help now. Consideration will be given on how to implement response to the care needs through assessment or ongoing review.

Individuals who require services will not be placed in a date order queue, services will be provided on the basis of priority of need. A continuing systematic review of each individuals needs will be undertaken, including the consideration of how urgently service provision is required and if (any) interim measures might be appropriate, pending a more permanent response.

In summary, The Moray Council will manage individuals who are assessed into these categories by:

- Provision of preventative or other support services to the clients needs, with formal ongoing review

or

- Managed waiting list for those who are intended to receive service provision. The responsible manager must regularly review the needs/priorities of Service Users on this list.

or

- Clear timescale for review of needs arising from the clients assessment

or

- Advise on alternative sources of support

Managing Waiting Times

In these definitions, the timescale descriptions are used to indicate that services are likely to be required as follows:

- **Immediate** – required now or within approximately 1-2 weeks;
- **Imminent** – required within 6 weeks;¹
- **Foreseeable future** – required within next 6 months;
- **Longer term** – required within next 12 months or subsequently.

The National Eligibility Criteria for Adult Social Care and Waiting Times for Personal & Nursing Care document recommends these are the minimum expectations on local authorities. Both COSLA and the Scottish Government encourage local authorities to seek to provide support within their available resources, beyond this

minimum level, and particularly to consider the benefits of preventative and lower intensity interventions.

¹ These waiting times are for Older People Services and Physical and Sensory Disability Services only.

6.0 Information and Publicity

It is recognised that information for the public and partner organisations is important. The Moray Council will undertake to publish eligibility and assessment criteria in paper format and make available at appropriate locations i.e. GP surgeries, community centres, libraries, community care teams and all other appropriate locations and agencies. This documentation will be available in other formats if required i.e. Braille, other languages, audio-text, etc. This information will also be available on The Moray Council website.

7.0 Monitoring

7.1 The Moray Council will monitor the timescales from 'first referral' to 'confirmation of need' to keep in line with the National Community Care Outcomes Framework, COSLA and the Scottish Government on a quarterly basis.

- **'First Referral' means at the point at which the potential need for an assessment is first notified to the council or care needs review is initiated.**
- **'Confirmation of Needs' means at the point at which an individual's needs are identified against the eligibility criteria following the care needs assessment or review.**

8.0 Risk Assessment

- 8.1 All assessment of risk to service users and / or staff must be carried out in accordance with current risk assessment policies and procedures.

Risk assessments in relation to this policy need to be considered or carried out with respect to Service Users.

Risk assessment will be conducted as part of the assessment of individual needs. The result of the risk assessment will inform the decision about eligibility for services utilising The Moray Council Eligibility Criteria Matrix.

9.0 Equal Opportunities

- 9.1 The Moray Community Health & Social Care Partnership (MCHSCP) will ensure that MCHSCP “activity” does not discriminate on any grounds and in particular not on the grounds of: sexual or marital status; on racial grounds; or on grounds of disability, age, illness, sexual orientation, language or social origin, or other personal attributes, including beliefs, or opinions, such as religious beliefs or political opinion. All communication with service-users will be in ‘plain language’.

The MCHSCP will ensure the promotion of equal opportunities by publishing information and documentation in different formats/languages and for customers who have special needs such as people with sight, hearing or learning difficulties by using, for example, signers.

10.0 Development and Training

- 10.1 All staff will receive briefing and training on the requirements of The Moray Council Eligibility Criteria for Community Care.

11.0 Appeals and Complaints

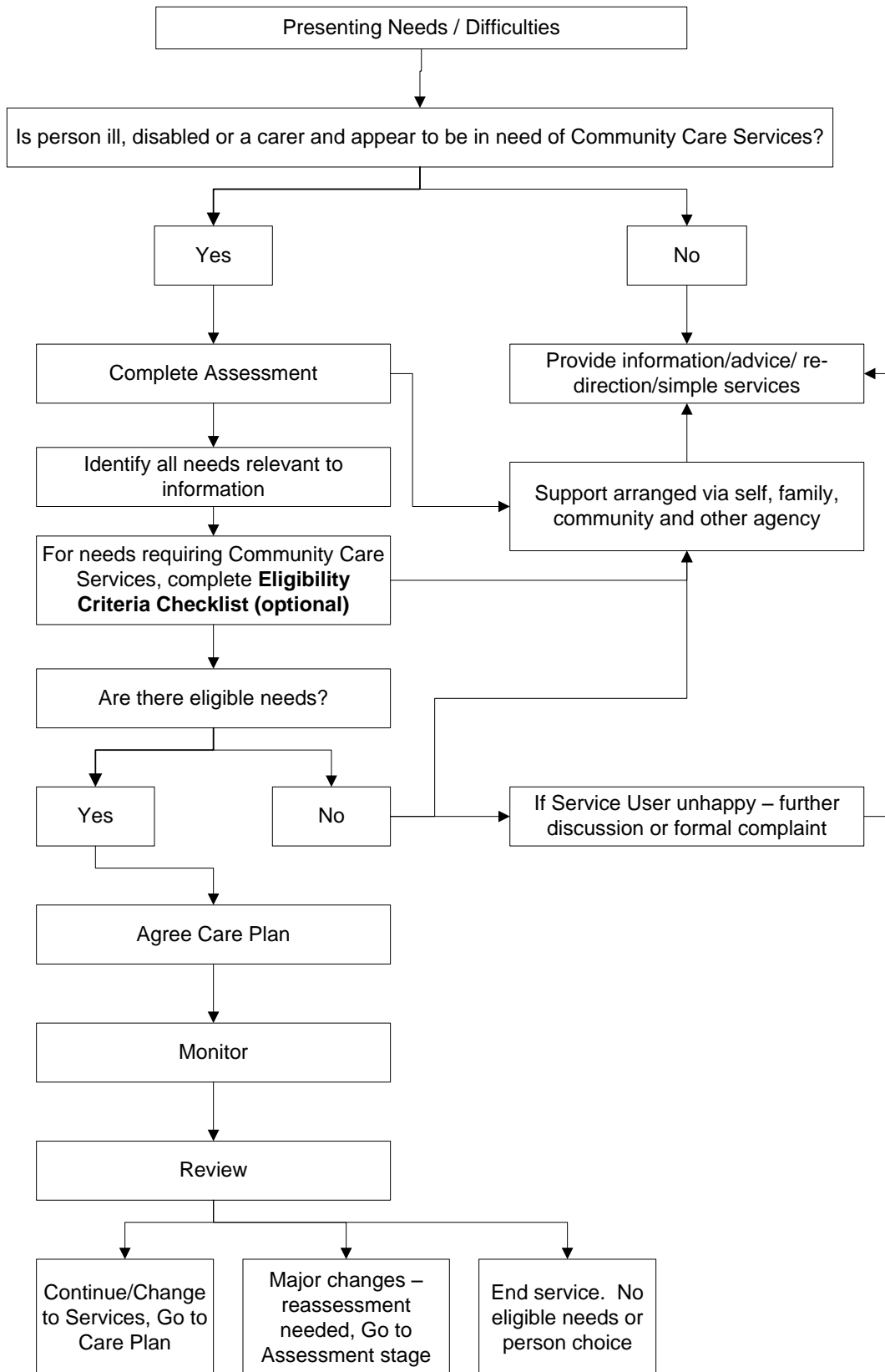
11.1 Refer to Moray Council and NHS Complaints Procedure.

12.0 Review and Feedback

12.1 This procedure will be reviewed in June 2010 and annually after that. Feedback can be sent to Support Officer (Projects) MCHSCP and will be included in the next review.

Appendix One – Eligibility Criteria Flowchart

The Moray Council Eligibility Criteria Flowchart



Appendix Two – Eligibility Criteria Checklist



ELIGIBILITY CRITERIA CHECKLIST

Community Care Services

Name: _____

Date of Birth: _____

CareFirst ID: _____

This form is to be completed following an assessment or reassessment / review when there are risks to a person's safety or independence that are not being managed by the individual concerned, their carer or other sources of support.

How the Eligibility Criteria are used

- The eligibility framework is graded into four bands, which describe the seriousness of the risk to independence or other consequences if needs are not addressed.
- Individual Eligibility Criteria within each band are only met where there is no one else willing, able and appropriate who can effectively manage the risks identified, and care services are required.
- Evidence in the assessment or review that problems will develop or occur should show that the problems will be inevitable or very likely.
- The emphasis should be to arrange short term interventions to enable people to be independent where possible.
- Reviews need to be undertaken to help determine, amongst other things, an individual's continued eligibility for support.

Threshold

- **Critical** and **Substantial** risks to be considered for care services, and for
- **Moderate** and **Low** levels of risks to receive information and advice.

These are broad descriptions and call on the judgement of those applying the eligibility criteria in each case.

Section 1: Risks relating to Neglect or Physical or Mental Health**Critical (High)**

1A	Major health problems which cause life threatening harm or danger to client or others.	<input type="checkbox"/>
1B	At risk of harm or neglect has occurred or is strongly suspected and client needs protective intervention by social care services (includes financial harm and discrimination).	<input type="checkbox"/>

Substantial (High)

1C	Significant health problems which cause significant risks of harm or danger to client or others.	<input type="checkbox"/>
1D	harm or neglect has occurred or is strongly suspected (includes financial harm and discrimination).	<input type="checkbox"/>

Moderate (Medium / Preventative)

1E	Some health problems indicating some risk to independence and/or intermittent distress, potential to maintain health with minimum interventions.	<input type="checkbox"/>
1F	Vulnerable adult need to raise their awareness to potential risks of harm	<input type="checkbox"/>

Low (Low/ Preventative)

1G	Few health problems indicating low risk to independence, potential to maintain health with minimum interventions	<input type="checkbox"/>
1H	Preventive measures including reminders to minimise potential risk of harm	<input type="checkbox"/>

Section 2: Risks relating to personal care /domestic routines /home environment**Critical (High)**

2A	Unable to do vital or most aspects of personal care causing a major harm or danger to client or others or major risks to independence.	<input type="checkbox"/>
2B	Unable to manage the most vital or most aspects of domestic routines causing major harm or danger to client or others or major risks to independence.	<input type="checkbox"/>
2C	Extensive/complete loss of choice and control over vital aspects of home environment causing major harm or danger to client or others or there are major risks to independence.	<input type="checkbox"/>

Substantial (High)

2D	Unable to do many aspects of personal care causing significant risk of danger or harm to client or others or there are significant risks to independence.	<input type="checkbox"/>
2E	Unable to manage many aspects of domestic routines causing significant risk of harm or danger to client or others or significant risk to independence.	<input type="checkbox"/>

2F	Substantial loss of choice and control managing home environment causing a significant risk of harm or danger to client or others or a significant risk to independence.	<input type="checkbox"/>
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Moderate (Medium / Preventative)

2G	Unable to do some aspects of personal care indicating some risk to independence.	<input type="checkbox"/>
2H	Unable to manage some aspects of domestic activities indicating some risk to independence.	<input type="checkbox"/>
2J	Able to manage some aspects of home environment, leaving some risk to independence.	<input type="checkbox"/>

Low (Low/ Preventative)

2K	Difficulty with one or two aspects of personal care, domestic routines and/or home environment indicating little risk to independence.	<input type="checkbox"/>
2L	Able to manage most aspects of basic domestic activities	<input type="checkbox"/>
2M	Able to manage most basic aspects of home environment	<input type="checkbox"/>

Section 3: Risks relating to participation in community life**Critical (High)**

3A	Unable to sustain involvement in vital aspects of work/ education/ learning causing severe loss of independence.	<input type="checkbox"/>
3B	Unable to sustain involvement in vital or most aspects of family /social roles and responsibilities and social contact causing severe loss of independence.	<input type="checkbox"/>

Substantial (High)

3C	Unable to sustain involvement in many aspects of work/ education/ learning causing a significant risk to losing independence.	<input type="checkbox"/>
3D	Unable to sustain involvement in many aspects of family /social roles and responsibilities and social contact causing significant distress and/or risk to independence.	<input type="checkbox"/>

Moderate (Medium / Preventative)

3E	Unable to manage several aspects of involvement in work/ learning /education and this will, in the foreseeable future, pose a risk to independence.	<input type="checkbox"/>
3F	Able to manage some of the aspects of family / social roles and responsibilities and social contact, that pose some risk to independence.	<input type="checkbox"/>

Low (Low/ Preventative)

3G	Has difficulty undertaking one or two aspects of work/learning / education / family and/or social networks indicating little risk to independence.	<input type="checkbox"/>
3H	Able to manage most of the aspects of family / social roles and responsibilities and social contact, that pose some risk to independence.	<input type="checkbox"/>

Section 4: Risk relating to carers**Critical (High)**

4A	Carer has major physical/mental health difficulties due to the impact of their role as a carer causing life threatening harm or danger to themselves or others.	<input type="checkbox"/>
4B	There is a complete breakdown in the relationship between client and carer and carer is unable to continue caring or has difficulty sustaining vital or most aspects of their caring role.	<input type="checkbox"/>
4C	Carer is unable to manage vital or most aspects of their caring / family / work / domestic / social roles and responsibilities.	<input type="checkbox"/>

Substantial (High)

4D	Carer has significant physical / mental health difficulties due to the impact of their role as a carer causing significant risk of harm or danger to themselves or others.	<input type="checkbox"/>
4E	There is a significant risk of breakdown in the relationship between client and carer and carer is unable to sustain many aspects of their caring role.	<input type="checkbox"/>
4F	Carer is unable to manage many aspects of their caring / family / work / domestic / social roles and responsibilities.	<input type="checkbox"/>

Moderate (Medium / Preventative)

4G	Carer able to manage some aspects of the caring / family / domestic / social roles. Potential risk to breakdown of their own health identified.	<input type="checkbox"/>
4H	Relationship maintained although at times under strain between client and carer/ limiting some aspects of the caring role.	<input type="checkbox"/>
4J	Carer is able to manage some aspects of their caring / family / work / domestic / social roles and responsibilities	<input type="checkbox"/>

Low (Low/ Preventative)

4K	Carer able to manage most aspects; has difficulty undertaking one or two aspects of their caring / domestic role but with low risk.	<input type="checkbox"/>
4L	Relationship maintained between client and carer by limiting aspects of the caring role.	<input type="checkbox"/>
4M	Carer is able to manage most aspects of their caring / family / work / domestic / social roles and responsibilities	<input type="checkbox"/>

Eligible for Community Health/Social Care Services?Yes No **Overall Eligibility Criteria**

Critical

Substantial

Moderate

Low

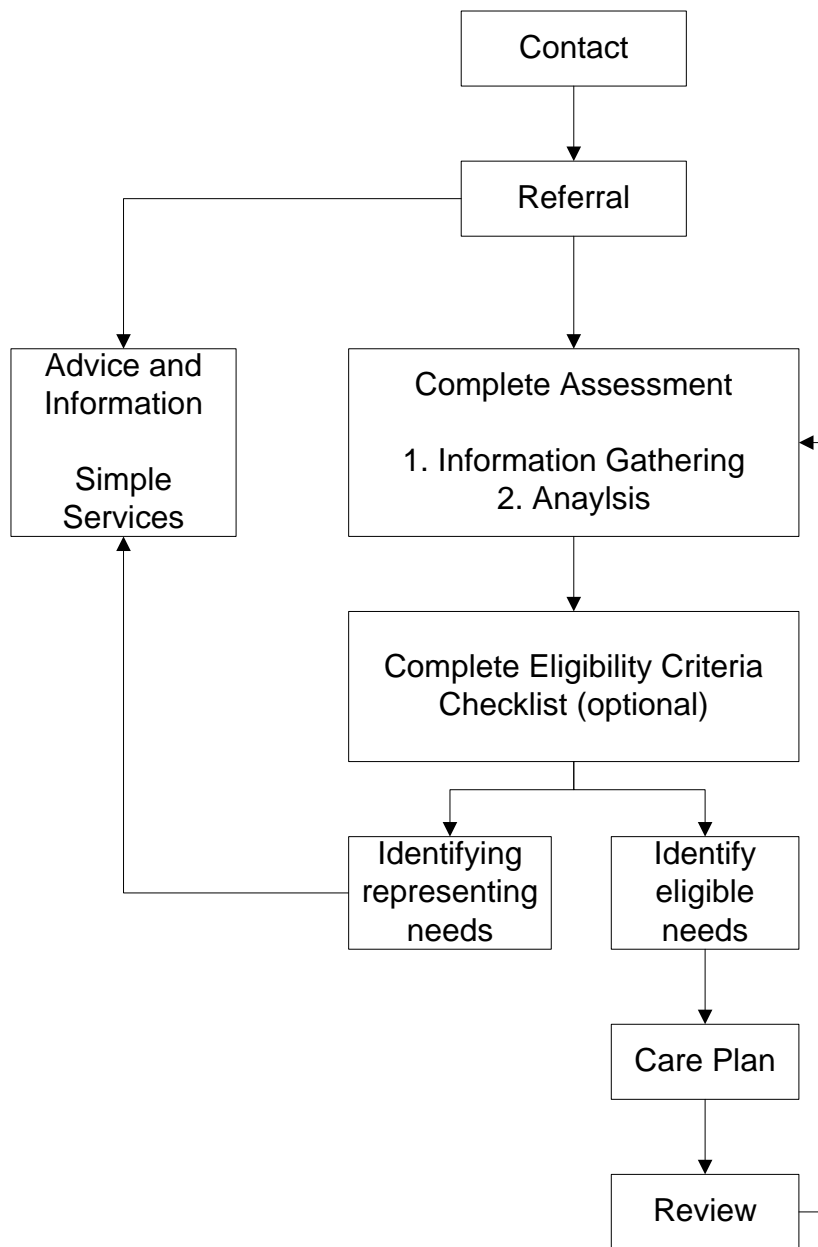
Overall Eligibility is defined as the highest band in which at least one criteria for eligibility is met.

If you or your carer are unhappy with the decisions recorded, please discuss this with the Care Manager or Team Manager.

Name of person completing checklist	
Date completed	

Appendix Three – Applying the Eligibility Criteria Checklist Flowchart

Applying the Eligibility Criteria Checklist



Appendix Four – The Moray Council’s Eligibility Criteria Matrix

Definitions of Risk / Priority

CRITICAL	SUBSTANTIAL	MODERATE	LOW
(High)		(Medium / Preventative)	(Low/ Preventative)
Risks relating to neglect or physical or mental health			
Major health problems which cause life threatening harm or danger to client or others.	Significant health problems which cause significant risks of harm or danger to client or others.	Some health problems indicating some risk to independence and/or intermittent distress, potential to maintain health with minimum interventions.	Few health problems indicating low risk to independence, potential to maintain health with minimum Interventions.
Serious abuse or neglect has occurred or is strongly suspected and client needs protective intervention by social care services (includes financial abuse and discrimination).	Abuse or neglect has occurred or is strongly suspected (includes financial abuse and discrimination).	Vulnerable adult need to raise their awareness to potential risks of Abuse.	Preventive measures including reminders to minimise potential risk of abuse.
Risks relating to personal care /domestic routines /home environment			
Unable to do vital or most aspects of personal care causing a major harm or danger to client or others or major risks to independence.	Unable to do many aspects of personal care causing significant risk of danger or harm to client or others or there are significant risks to independence.	Unable to do some aspects of personal care indicating some risk to independence.	Difficulty with one or two aspects of personal care, domestic routines and/or home environment indicating little risk to independence.
Unable to manage the most vital or most aspects of domestic routines causing major harm or danger to client or others or major risks to independence.	Unable to manage many aspects of domestic routines causing significant risk of harm or danger to client or others or significant risk to independence.	Able to manage some aspects of domestic activities indicating some risk to independence.	Able to manage most aspects of basic domestic activities.

CRITICAL	SUBSTANTIAL	MODERATE	LOW
(High)		(Medium / Preventative)	(Low/ Preventative)
Extensive/complete loss of choice and control over vital aspects of home environment causing major harm or danger to client or others or there are major risks to independence.	Substantial loss of choice and control managing home environment causing a significant risk of harm or danger to client or others or a significant risk to independence.	Able to manage some aspects of home environment, leaving some risk to independence.	Able to manage most basic aspects of home environment.
Risks relating to participation in community life			
Unable to sustain involvement in vital aspects of work/ education/ learning causing severe loss of independence.	Unable to sustain involvement in many aspects of work/ education/ learning causing a significant risk to losing independence.	Unable to manage several aspects of involvement in work/ learning /education and this will, in the foreseeable future, pose a risk to independence.	Has difficulty undertaking one or two aspects of work/learning / education / family and/or social networks indicating little risk to independence.
Unable to sustain involvement in vital or most aspects of family /social roles and responsibilities and social contact causing severe loss of independence.	Unable to sustain involvement in many aspects of family /social roles and responsibilities and social contact causing significant distress and/or risk to independence.	Able to manage some of the aspects of family / social roles and responsibilities and social contact, that pose some risk to independence.	Able to manage most of the aspects of family / social roles and responsibilities and social contact, that pose some risk to independence.
Risk relating to carers			
Carer has major physical/mental health difficulties due to the impact of their role as a carer causing life threatening harm or danger to themselves or others.	Carer has significant physical / mental health difficulties due to the impact of their role as a carer causing significant risk of harm or danger to themselves or others.	Carer able to manage some aspects of the caring / family / domestic / social roles. Potential risk to breakdown of their own health identified.	Carer able to manage most aspects; has difficulty undertaking one or two aspects of their caring / domestic role but with low risk.

CRITICAL	SUBSTANTIAL	MODERATE	LOW
(High)		(Medium / Preventative)	(Low/ Preventative)
There is a complete breakdown in the relationship between client and carer and carer is unable to continue caring or has difficulty sustaining vital or most aspects of their caring role.	There is a significant risk of breakdown in the relationship between client and carer and carer is unable to sustain many aspects of their caring role.	Relationship maintained although at times under strain between client and carer/ limiting some aspects of the caring role.	Relationship maintained between client and carer by limiting aspects of the caring role.
Carer is unable to manage vital or most aspects of their caring / family / work / domestic / social roles and responsibilities.	Carer is unable to manage many aspects of their caring / family / work / domestic / social roles and responsibilities.	Carer is able to manage some aspects of their caring / family / work / domestic / social roles and responsibilities.	Carer is able to manage most aspects of their caring / family / work / domestic / social roles and Responsibilities.