

# **Moray Community Health and Social Care Partnership**

## **Adult Social Care**

# **Am I entitled to Community Care Services?**



This leaflet will help you understand how each person is assessed individually and the same criteria applies to all Adult Services we provide.

You must be an adult and have social care needs arising from learning, sensory or physical impairments, have a chronic illness or mental health difficulties. Unpaid carers may also be eligible.

## **AND**

There must to be a risk of you losing your independence or a health and safety risk, or a risk to your ability to manage your personal and other daily routines or your involvement in family life and the wider community that may be reduced.

The eligibility criteria will ensure those

- with the greatest need **and**
- those who are most at risk of losing their independence are the first to receive a service from us. This will enable us to have effective deployment of resources, and that decision making in relation to the deployment of these resources is undertaken in a fair, consistent and transparent manner.

## **Information required before an assessment**

We will ask you some basic information to find out if we should assess your care needs if you make a Community Care enquiry.

## **Am I entitled to Community Care Services?**

We provide a wide range of social care services such as care in your home, day services and residential care.

As well as other Councils, we have a limited budget and demands for our services is high. We must make sure that the services we provide are given to those who have the greatest need. The way we do this is by using the **eligibility criteria**.

The **eligibility criteria** risks are divided into four bands 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).

**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).

**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.

**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.

The new national guidance therefore requires local authorities to meet needs arising from identified risks within the following timescales:

- **Critical – immediately;**
- **Substantial – review within 6 weeks;**
- **Moderate – review within 6 months; and**
- **Low – review within 12 months.**

Whilst prioritising those in critical and substantial need, Moray Council has in place a clear arrangement for meeting, managing or reviewing the needs of individuals who are not assessed as being at critical or substantial risk, including:

- adopting a strong preventative approach to help avoid rising levels of need;
- embedding preventative strategies at every level of the social care system, informed by assessment of local needs and created in partnership with relevant agencies;
- timely investment in re-ablement services, therapy, intermediate care and assistive technologies to reduce the number of people requiring ongoing social care support;
- an actively managed waiting list for those who are intended to receive service provision;
- a clear timescale for review of needs arising from the care needs assessment; and
- provision of advice on alternative sources of support and request to contact relevant referring agent if needs change.

## **Will I have to pay?**

There is no charge for giving you advice or for an assessment. You may have to pay towards your service, dependant on how much service you receive and how much money you have.

A financial assessment will be carried out to see if you have to pay anything. It is important that everyone who is entitled to benefits or help receives all that they are eligible for. There are a range of benefits you may be eligible for such as Attendance Allowance, Carer's Allowance, Disability Living Allowance, Independent Living Fund, Income Support, Pension Credit, Housing Benefit or Council Tax Benefit.

## **What happens if you are not eligible for Community Care Services?**

If the risk to your independence is low, you will not normally be eligible for services. We will aim to provide you with information and advice about other sources of help and assistance which you can arrange yourself such as lunch clubs, advocacy, learning and leisure facilities.

## **What happens if your needs change?**

If your needs change, you may contact us and a review of your needs will be carried out. If you no longer meet the eligibility criteria, we will not continue to provide services, however, we will provide you with advice and information about other sources of support. If you previously did not meet the eligibility criteria, subject to a review being carried out, and you do meet the criteria, arrangements will be made for us to provide you with a service. For more information please read the leaflet 'What is a Review'.

## **What happens if you disagree with the assessment?**

If you have any concerns or do not agree with the outcome following an assessment, please speak to the member of our staff who carried out your assessment. You may also ask to speak to an Appeals Panel to have your situation reconsidered.

If you have any worries about your care or if your circumstances change, it is important to let your Community Care Team Office know.

You can contact your local Area Team Office from the list on the next page.

Wherever you live in Moray, in an emergency outside office hours, please telephone the


**Emergency Duty Team on 08457 56 56 56**



## MORAY COMMUNITY CARE TEAMS

<p><b>Forres and Lossiemouth</b>  Leancoil Hospital  St. Leonard's Road  Forres  Tel: 01309 694000  Email - forrescommcare@moray.gov.uk</p>	<p><b>Elgin</b>  Community Services Dept.  The Glassgreen Centre  2 Thornhill Drive  Elgin  IV30 6GQ    Tel: 01343 553024</p>
<p><b>Keith/Speyside</b>  Keith Resource Centre  Mid Street  Keith  Moray  AB55 3AH  Tel: 01542 886174  Email - keithspeysidecc@moray.gov.uk</p>	<p><b>Buckie and Fochabers</b>  Access Point  13 Cluny Square  Buckie  Moray  AB56 1AJ  Tel: 01542 837200  Email - buckiecommcare@moray.gov.uk</p>
<p><b>Dr Gray's Hospital</b>  Elgin  IV30 1SN    Tel: 01343 567033</p>	<p><b>Community Mental Health</b>  Pluscarden Clinic, Dr Grays  Elgin, IV30 1SN  Tel: 01343 567376</p>
<p><b>Community Learning Disability Team</b>  Highfield House, Northfield Terrace  Elgin  IV30 1NE  Tel: 01343 562111</p>	

To request this information in an alternative format, e.g., large print, Braille, audio, computer disk or another language, please contact the Equal Opportunities Officer on 01343 563321.



Moray Community Health & Social Care Partnership  
Tel: 01343 567100