

# **Glasgow City Council Social Work Services**

## **A Guide to Eligibility Criteria for Adults and Older People**



# Eligibility Criteria

---

## What are eligibility criteria?

It is important that the council uses its resources to support those people whose needs most seriously affect their independence. Eligibility criteria are the rules that are used to make sure this happens.

## Eligibility criteria for Adult Social Care

The Scottish Government requires local authorities to publish eligibility criteria to make sure that all adults over 16, who need social care support, have their needs dealt with in a fair and equal way.

The criteria is based on the way in which a person's needs affect their independence.

## What affects a person's independence?

A person's independence is affected if their social care or health needs prevent them from achieving goals which are important in their life. These could include:

- Being healthy, safe and well
- Exercising choice and control
- Personal dignity and respect
- Making a positive contribution to family and community life

# Eligible Needs

---

## What are eligible needs?

The critical, substantial, moderate and low criteria bands describe the level of need required and how this affects a person's independence.

Glasgow City Council's eligibility criteria looks at both the severity of risk and urgency of intervention needed to respond to these needs.

**Critical risk** indicates that there are major risks to an individual's independence or health and well-being likely to call for the immediate or imminent provision of social care services.

**Substantial risk** indicates that there are significant risks to an individual's independence or health and well-being likely to call for the immediate or imminent provision of social care services.

**Moderate risk** indicates that there are some risks to an individual's independence or health and well-being where there may be some need for alternative supports and services.

**Low risk** indicates that there may be some quality of life issues, but low risks to an individual's independence or health and well-being with very limited, if any, requirement for the provision of social care services.

# Services

---

## Who will receive services?

We give priority to people who are assessed as being within the critical and substantial categories.

Eligible social care needs are those which your assessment has identified as not already being met through your existing supports including family, friends and carers.

Social Work Services will provide information, advice, guidance and signposting to support those people assessed as within the moderate or low risk categories including information about alternative sources of support and how to access them.

People in these lower categories may qualify for help from a range of other services including welfare benefits, health, housing, transport and leisure. Local voluntary and community services may be able to assist.

If you are not eligible for support at this time, this does not mean that you can't get help in the future and as such you should contact the Social Work Contact Centre – Social Care Direct on 0141 287 0555.

## If I am eligible what happens next?

Glasgow City Council has introduced Personalisation which aims to give you greater choice and control over how your eligible social care needs are met.

If you are assessed as having eligible needs, you will be given an indication of how much social care money may be available to pay for your support before you start to plan your support. This is called a Personal Budget.

Alternatively those assessed as eligible will be able to access appropriate services which may include long term care, care at home, reablement day care, respite care or equipment and adaptations for your home.

## Assessment

---

### **What is a needs assessment and review?**

Glasgow City Council must assess the needs of any individual who may be in need of social care support.

A needs assessment involves talking with social work staff to look at what your needs are and decide whether these are eligible for council funded social care and support.

The purpose of the assessment is to look at what your needs are and decide whether these are eligible for council funded social care and support.

The aim is to get a full picture of the things that you can manage and the support that you get from others, before deciding what you may need from adult social services. Your social, physical, emotional and health needs will be considered including any cultural or religious needs that you have.

Social work staff may ask your permission to contact other people that support you, such as your doctor.

The person carrying out the assessment will talk to you about the outcomes you want to achieve and what kinds of support work best for you.

If you do not agree with the assessment and / or assigned eligibility, you have the right to complain using our complaints procedure.

If you receive a care package and/or personal budget, it will be reviewed from time to time. A review means that a member of staff will contact you to discuss how the service is going and whether your needs have changed.

A review may lead to your services being increased or decreased if your needs have changed.

## Carers

---

A carer is someone who is unpaid and looks after a relative, partner or friend who needs support. This could be for a number of reasons including age, physical or learning disability or illness, including mental illness.

All carers will receive an assessment and information, advice and support relative to need.

The assessment will relate to the impact of the caring role on the individual carer. It will need to answer the following questions:

- What is the risk of the caring role breaking down?
- What supports and services does the carer require to support their caring role?
- Does the carer require support to maintain their health and well being?

The carers assessment must carefully consider the risk factors that affect the carer's ability and willingness to care. These risk factors are balanced against those that apply to adults with care needs (as described previously in this leaflet) in working out eligibility and social work response.

# Accessing Social Work Services

---

People can access services directly through the Social Work Contact Centre – Social Care Direct, where we can offer advice, information, guidance and signposting or arrange for your needs to be further assessed.

## Contacting Social Work

Social Care Direct

**Phone** 0141 287 0555

**textphone** 18001 0141 287 0555

**Email** socialcaredirect@glasgow.gov.uk

Social Care Direct is available during the following times

Monday to Thursday 08.45 - 16.45

Friday 08.45 - 15.55

In an emergency situation outside of these times please contact the Standby Service on 0800 811 505

### Out of Office Hours

Social Work Services Standby Service

**Phone** 0800 811 505

### Websites

You can find information on our services at [www.glasgow.gov.uk](http://www.glasgow.gov.uk)

You can also find providers of support services at [www.yoursupportglasgow.org](http://www.yoursupportglasgow.org)