

An easy guide to:

The Eligibility Criteria Policy for adult services



What this document is about



In this document we have used some words that not everybody will understand. We have written these words in **bold**.



If you see a word written in **bold** this word will be explained in the document.



This is an easy read **summary** of the West Dunbartonshire Health and Social Care Partnership's Accessing Adult Social Care Policy: **Eligibility Criteria**.



A **summary** is a short version of a report that tells you only the main points.

About eligibility criteria



Adult care services help lots of people to stay safe and be **independent**, but we do not have enough services for everything that people might ask for.



So we use '**eligibility criteria**' to help decide who needs our services most and what those services should be for.



Eligibility criteria puts people's needs into 4 different **risk** groups:

- **Critical Risk**
- **Substantial Risk**
- **Moderate Risk**
- **Low Risk**



Thinking about **risk** means keeping people safe while also giving people **independence** that is also important.

Independence means having the same freedom, choice, dignity and control as other people and deciding how support could help you with this.

Who do we provide services to?

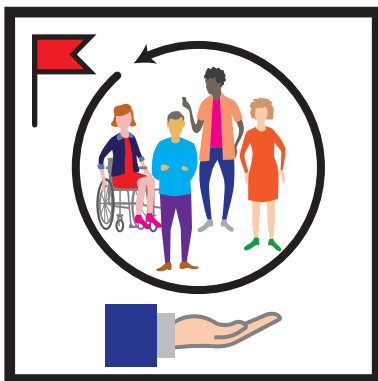


The **Eligibility Criteria** says that we will provide services for people who are **at critical or substantial risk**.

If your needs are assessed as **moderate** or low, we will help you find different ways to get support.

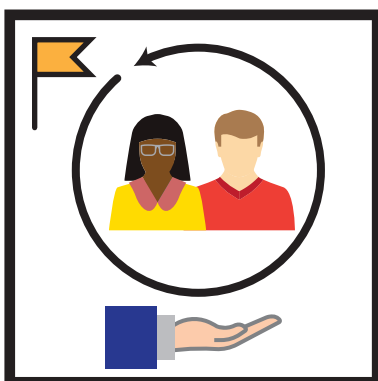


Critical or substantial risks are big risks to a person's independent living or health and well-being. People would need help with these risks very quickly, or they could be unsafe.



People at critical and substantial risk might get help with dressing, toileting, bathing, eating, taking medicines and keeping safe.

They might also get help if they are on their own a lot, without other people like friends or family to rely on.

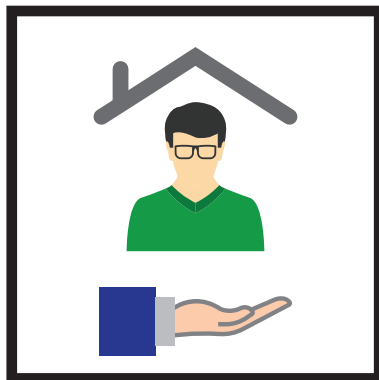


Moderate and **low** risks are not as serious as critical and substantial, but people might be helped with household tasks (like tidying up) or with social activity in the community (like going to a club).

Who do we provide services to? (continued...)



We can provide advice on this or put you in contact with other people or services that can help you.



If you are at moderate risk we might be able to give you some support for a short time, to stop things getting worse.

How do I know what risk band I fall into?



A Social Worker will visit you to assess your needs. They will help decide if your needs are critical, substantial, moderate or low.

What if I am not happy with my assessment?



If you are not sure or not happy with your assessment tell your Social Worker who will help solve the problem if they can.



If they can't, they will put you in touch with their manager who will try to sort out any problems you have.

If the problem is not solved, you can make a complaint. You can be given help to do this.