

Contact

For further information, please telephone the Social Work Duty Team on 0800 7315520 or 01224 522055
email: Duty@aberdeencity.gov.uk

Aberdeen Welfare Rights,
Telephone 01224 523203
email: welfarer@aberdeencity.gov.uk

If you are unhappy or dissatisfied with our service or wish to make a comment, you can ask for a Have Your Say form or write to us. You can ask a friend, family members, carers or Advocacy Services, your local councillor, MP or MSP or Citizens Advice Centres to assist you with this.

To write to the Complaints, Rights and Enquiries Team or obtain a Have Your Say form, please contact:

Complaints, Rights and Enquiries Team
Social Care and Wellbeing
Aberdeen City Council
Business Hub 8, 1st Floor North, Marischal College
Broad Street, Aberdeen, AB10 1AB
Telephone: 01224 523941
Email: scwb_complaints@aberdeencity.gov.uk

This document is available in various formats and languages.
Please call 01224 522581

إذا كنت تود الحصول على هذه الوثيقة بالخط العريض أو البريل أو الأشرطة الصوتية المدمجة أو كنت تود ترجمتها إلى لغة أخرى فالرجاء الاتصال بنا على الهاتف أدناه.

আপনি যদি এই দলিলটি ব্রেইলে, বড় ছাপার অক্ষরে বা শোনার জন্য সিডি, অথবা দলিলটি অন্য কোন ভাষায় অনূদিত চান তবে অনুগ্রহ করে নীচের টেলিফোন নম্বরে ফোন করে আমাদের সাথে যোগাযোগ করুন।

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www.aberdeencity.gov.uk



Entitlement to Adult Care Services

A guide to Aberdeen City Council's eligibility criteria, your care and self-assessment



Social Care & Wellbeing

Published June 2012



Why we have eligibility criteria

Eligibility criteria ensure,

- That everyone who asks for a service is dealt with according to his or her needs;
- that individuals in the greatest need or at most risk are prioritised, and
- that everyone understands what decisions are made about care.

Demand for services is increasing and there is a widening gap between that demand and the resources available to the Council to meet it.

Like most other authorities in Scotland, we have revised our eligibility criteria and have raised the threshold at which individuals can expect to receive a service. We have done this in order to protect our ability to provide vital care packages to those in greatest need.

The criteria and threshold for receiving services will be reviewed every year.

What this means for you

The Council has taken a policy decision, for the reasons explained above, that only those individuals with needs that have been assessed at -

- Emergency/Urgent levels or
- High levels

will be eligible for a service. The Eligibility Criteria will be used to assess the urgency of your situation.

In Aberdeen City we have enough money to provide services to people in the emergency, and high bands of need. These two bands are our current eligibility criteria.

People assessed as in the medium and low bands do not meet our eligibility criteria and so will not get a service, but we will provide information and advice on other sources of help where possible.

Some people will have to contribute to the cost of the service they receive.

Where do you fit in?

If you think you require a service, your needs will be assessed and the eligibility criteria will be applied.

This leaflet does not replace an assessment of your needs against the criteria, but the following self-assessment guide may give you some indication whether your needs are likely to be above the threshold - and the support you can then reasonably expect.

The following eligibility criteria apply to -

- individuals who currently receive a service; and
- anyone who may request or require an adult care service.

As the needs and services of individuals who currently receive a service are reviewed, the criteria will be applied just as they are applied to new service users.

This means that some services currently provided to a individual may be reduced or withdrawn if they are meeting needs that are not reassessed as a priority.

The aim is to ensure equity or fairness in allocating resources while meeting priority needs.

Emergency or Urgent Need

If your needs are assessed in this category then you require an immediate or rapid service response.

- The individual is at risk of abuse.
- The individual has a significant disability or health problem, which is or will be a serious threat to the individuals, safety or independence.
- The individual is terminally ill and needs essential non-medical services to support at home.
- The individual lives alone and is housebound and essential daily personal care needs are not being met or are only being met by placing the individual at serious risk.
- Essential daily care and support needs are being met by a carer whose health and well being is seriously at risk.
- Current care situation cannot continue because the individual has had significant difficulties in their present living conditions placing them at serious risk.
- Due to a disability or health problem vital family and other social relationships are at serious risk of breaking down placing the individual at immediate risk.

High level of need

If your needs are assessed in this category then you require a priority service response.

- The individual has a disability or health problem, which is or will be a significant threat to health, safety or independence.
- The individual lives alone and is housebound and essential daily personal care needs are not being met or are only being met by placing the individual at significant risk.
- Essential daily care and support needs are being met by a carer whose health and well being is significantly at risk.
- Current care situation cannot continue because the individual has significant difficulties in present living conditions placing them at significant risk.
- Due to disability or health problem vital family and other social relationships are at serious risk of breaking down placing the individual at significant risk.
- The individual is in hospital and cannot be discharged safely because of the circumstances described above.

Next steps

You or someone acting on your behalf can make a referral for an assessment of your needs to the Social Care and Wellbeing service.

People with needs that do not reach the threshold will receive information and advice, or direction to alternative provision. If you feel you are unlikely to fit into the priority categories, but have special circumstances we should consider, then you should refer yourself for an assessment.