



CARER ASSESSMENT & ELIGIBILITY CRITERIA

Anyone can contact Stockport Council for information and advice about care assessments or eligibility criteria for social care. The Council has a duty to offer assistance to any person aged 18 years and over who appears to need community care services. People who are likely to ask for, or need, an ‘assessment of need’ include:

- Disabled by illness, an injury or a disability
- Blind or partially sighted
- Deaf or hard of hearing
- Provide informal care to another person with a disability, an illness, an injury or hearing or eyesight difficulties.

Stockport Council can be contacted by telephone on 0161 217 6029.

If you have an illness or disability which causes you some difficulties, you may ask about receiving help. The Council will carry out an assessment of your needs and then consider them against the eligibility framework below, which describes the seriousness of the risk to your independence or other consequences if your needs are not met.

Your needs, or the needs of the cared-for, will be met if they fall within the following bands:

CRITICAL - when

- Life is, or will be, threatened; and/or
- Significant health problems have developed, or will develop; and/or
- There is, or will be, little or no choice and control over vital aspects of the immediate environment; and/or
- Serious abuse or neglect has occurred, or will occur; and/or
- There is, or will be, an inability to carry out vital personal care or domestic routines; and/or

- Vital involvement in work, education or learning cannot, or will not, be sustained; and/or
- Vital family and other social roles and responsibilities cannot, or will not, be undertaken.

SUBSTANTIAL - where

- There is, or will be, only partial choice and control over the immediate environment; and/or
- Abuse or neglect has occurred, or will occur; and/or
- There is, or will be, an inability to carry out the majority of personal care or domestic routines; and/or
- Involvement in many aspects of work, education or learning cannot, or will not, be sustained; and/or
- The majority of social support systems and relationships cannot, or will not, be sustained; and/or
- The majority of family and other social roles and responsibilities cannot, or will not, be undertaken.

If the assessment confirms you are eligible for help, social care services will then be arranged. The Council aims to arrange services within 7 days of the assessment being completed. There may be a longer wait for some services, such as major house adaptations, as these require more planning and also liaison with other agencies.

If you are not eligible for help, you will be provided with information and advice on other services which may be available.

Apart from wanting to know who you care for, you may be asked the following questions:

1. What sort of problem does the person you care for experience?
2. What do you do to help? (this could be practical help, ie washing, dressing, feeding etc., or emotional support)
3. How does caring affect your daily life when at its most challenging? (does it affect your ability to work, affect your family, or stop you doing any other tasks that you would normally do?)

4. Does it affect your emotional or social life? (do you have problems maintaining relationships with family and friends, or undertaking leisure, religious or cultural activities?)
5. Does caring have an effect on your physical or mental health? (do you get enough sleep? Are you anxious or stressed? Do you have health conditions that are made worse by caring?)
6. What information do you feel you may require?
7. What about help from your GP? (does your GP know you are a carer?)
8. What help do you think you need to carry on caring?

Before you have an assessment, try to find time to think about the above questions and have the answers ready.

What Next?

Following the assessment meeting, the social worker should draw up a care plan of your needs as a carer. You should be given a copy of this.

As your carers assessment can also affect the community care of the person you look after, some of your assessed needs may be reflected in the community care assessment of the person you care for, meaning that services could be provided for them instead of directly to you.

The help you can be offered varies from person to person, but things that Adult Social Services may consider include transport, gardening equipment, a telephone, driving lessons, details of local support available etc. the assessment may also show that you need alternative care for the person you care for in order to give you the break you need from caring. It should also include planning for emergencies, eg what would happen if you as the carer were taken ill or had to go into hospital.

If you feel that the help you are offered is not necessary or inappropriate, you can refuse it. However, you should think very carefully before doing this - it may be that by talking things through with your social worker, more suitable arrangements could be found.

Adult Social Services can provide the help outlined in your care plan, or you can ask for Direct Payments instead. If you choose to get Direct Payments, you will get the money to the value of the services that you would otherwise be provided with, and you would then have to arrange your own services with this money.

You can ask for a re-assessment at any time if your circumstances change.

What can I do if I'm not happy with the way the assessment was carried out or with the care plan drawn up for me?

If you are not happy, you can complain to Adult Social Services. All departments have a complaints procedure that you can follow - ask your social worker for a copy.

If you are not happy with the outcome of your complaint, you may be able to take a complaint to the Local Government Ombudsman.

If you are not happy with the services being provided, you can complain as above. If you are unhappy with the care provided by an agency or care home, you may also be able to complain directly to them through their own complaints procedure.