

# A guide to who qualifies for Adult Community Care Services

Social Services

## A guide to who qualifies for adult community care services

Some people qualify for cash payments so that they can arrange the help they need. This leaflet explains who qualifies for these payments, how the payments should be used and how to find out more. If you do not understand it or need further advice, please contact the Social Services Department - the telephone number is at the end of this leaflet.

ऑर जानकारी के लिये सम्पर्क करें :- 01753 690759 (सोमवार-शुक्रवार,  
10.00 सुबह से 4.00 शाम तक )

हेर ज्ञातकारी लਈ संपर्क करें :- 01753 690759 (सोमवार-शुक्रवार,  
10-00 सुबह से 4.00 शाम तक )

مزید معلومات کے لئے برائے سرکاری فون نمبر 01753 690759 پر رابطہ قائم کریں۔  
سوموار سے جمعہ اور دس بجے صبح سے دوپہر کے چار بجے تک



As Slough Borough Council has to work within a set budget, we cannot provide all the help that people ask for. Before we decide whether we can arrange and pay for services we have to assess your needs.

We give priority as fairly as we can to people who are in the greatest need of support. The table on pages 4 and 5 shows how we do this.

Many adults enjoy good health and are very able so they wouldn't need help provided through the council's Community Care Services. Others need support to help them manage.

We will arrange and pay for services for adults with physical, sensory, mental health, or learning disability that restricts their ability to live independent lives. We do this by considering their needs and current situation, and assessing the amount of risk that they would face without help provided through Community Care Services. This may be because there is substantial risk to their welfare, health or personal safety.

For example, we would arrange support if:

- they can't get out of their bed or chair or move around without help
- they find it difficult to look after themselves because they can't prepare meals and drinks or wash themselves properly and need help to manage these essential tasks

- they are at substantial risk because their main carers (relatives, friends or neighbours who provide a lot of help and are left with little time to themselves) can't continue to support them without help
- their main carers are putting their own health and welfare at risk because of the nature of their caring tasks
- they are at risk because they are suffering from severe mental ill health
- they have been subjected to physical, sexual, psychological or financial abuse, or if there are good reasons to suspect that they may be at risk of such abuse.

**We cannot arrange and pay for support for people when there is little risk to their health and welfare. We do not usually arrange cleaning, shopping or bathing services unless part of a wider care package.**

For example, we would not normally provide support for people who:

- can't get out and about as they used to do and need someone to collect pensions, shopping and prescriptions
- find it difficult to manage some of their housework
- find it difficult to get in or out of the bath but can strip wash.

## Eligibility Criteria

The eligibility framework is graded into four bands, which describe the seriousness of the risk to independence or other consequences if needs are not addressed. The four bands are as follows:

Critical - when	Substantial - when	Moderate - when	Low - when
<ul style="list-style-type: none"> <li>■ Life, is or will be, threatened; and/or</li> <li>■ Significant health problems have developed or will develop; and/or</li> <li>■ There is, or will be, little or no choice and control over vital aspects of the immediate environment; and/or</li> <li>■ Serious abuse or neglect has occurred or will occur; and/or</li> <li>■ There is, or will be, an inability to carry out vital personal care or domestic routines; and/or</li> <li>■ Vital involvement in work, education or learning cannot or will not be sustained; and/or</li> <li>■ Vital social support systems and relationships cannot or will not be sustained; and/or</li> <li>■ Vital family and other social roles and responsibilities cannot or will not be undertaken.</li> </ul>	<ul style="list-style-type: none"> <li>■ There is, or will be, only partial choice and control over the immediate environment; and/or</li> <li>■ Abuse or neglect has occurred or will occur; and/or</li> <li>■ There is, or will be, an inability to carry out the majority of personal care or domestic routines; and/or</li> <li>■ Involvement in many aspects of work, education or learning cannot or will not be sustained; and/or</li> <li>■ The majority of social support systems and relationships cannot or will not be sustained; and/or</li> <li>■ The majority of family and other social roles and responsibilities cannot or will not be undertaken.</li> </ul>	<ul style="list-style-type: none"> <li>■ There is, or will be, an inability to carry out several personal care or domestic routines; and/or</li> <li>■ Involvement in several aspects of work, education or learning cannot or will not be sustained; and/or</li> <li>■ Several social support systems and relationships cannot or will not be sustained; and/or</li> <li>■ Several family and other social roles and responsibilities cannot or will not be undertaken.</li> </ul>	<ul style="list-style-type: none"> <li>■ There is, or will be, an inability to carry out one or two personal care or domestic routines; and/or</li> <li>■ Involvement in one or two aspects of work, education or learning cannot or will not be sustained; and/or</li> <li>■ One or two social support systems and relationships cannot or will not be sustained; and/or</li> <li>■ One or two family and other social roles and responsibilities will not be undertaken.</li> </ul>

We would not regard people as being at risk if they have, or are within easy reach of willing and able support (relatives, friends, neighbours) or are capable of making arrangements with voluntary organisations or independent cleaning and shopping services who can provide this help.

**We can give you more information about other sources of help to people who do not qualify for Community Care Services support.**

We have lists of national accredited agencies providing care at home. We also have information about local shops that deliver goods, and about voluntary and independent organisations that provide services that may be useful.

**If you do not at present qualify for support provided by Community Care Services, you may qualify for help in the future.**

We know that needs and situations change. If you do not qualify for Community Care Services support we would ask you or your carers to contact us if your situation changes or your difficulties increase and we will reassess your needs.

### **Points to remember**

- We always assess needs before we arrange and pay for services. Sometimes we do this by telephone and sometimes in person by visiting people. It depends on your individual situation.

- We can only arrange services for people who qualify for our help. The support we arrange varies according to the services and resources available.
- The service we provide will be reviewed on a regular basis and adjusted according to your needs and assessment.
- Everybody will receive a financial assessment and benefits advice.
- Most people pay a contribution towards the cost of residential or nursing home care. We may ask people who qualify for home care or day services to pay a charge, based on their income and savings, towards the cost. People who have less income than the allowance we make for their expenses do not need to pay.]

### Having your say

- We would like you to tell us how you think Slough Council's Community Care Services has worked for you and what you think of our services. Our staff will ask you for your views throughout your contact with us.
- To give us feedback on the service you have received you can complete and return the tear off comment form at the back of this leaflet. If you are someone who receives a care plan you can complete the comment section of the copy you return to Slough Borough Council's Social Services.

- You can also get information from National Care Standards Commission, Berkshire Area Office, 1015 Arlington Business Park, Theale RG4 5A.

### **Contacting Community Care Services**

To contact Community Care Services about services or other advice and support, please contact us on: 01753 690400.

Town Hall, Bath Road, Slough, Berkshire SL1 3UQ,  
website: [www.slough.gov.uk](http://www.slough.gov.uk)  
email: [customercare@slough.gov.uk](mailto:customercare@slough.gov.uk)

The lines are open from 9am to 5pm Monday to Friday.

For more information about Community Care Services or other council services you may like to visit our website at [www.slough.gov.uk](http://www.slough.gov.uk)

# Comments



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**Please return to:**  
Customer Services Co-ordinator, Social Services,  
Town Hall, Bath Road, Slough, Berkshire SL1 3UQ  
Telephone: 01753 875770

