



Lambeth

Am I eligible for services?

Lambeth's eligibility criteria for community care services

a guide for older people

“We aim to provide support and services that will enable older people to live as independently as possible within the community.”



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**Lambeth Adults' and
Community Services -
Call or click to get in touch**

Telephone 020 7926 5555
Type talk: 18002 020 7926 5555
www.lambeth.gov.uk



What is community care?

Community Care is about providing the support and services needed to enable people with particular needs to live as independently as possible.

Community Care aims to make sure that:

- people are able to carry on living in their own homes, whenever possible; or
- people can be considered for a move into alternative sheltered or residential accommodation which meets their particular needs, whenever staying at home becomes too difficult

Who can get community care services?

Community Care is available to anyone who needs advice, support or care because of their particular needs, and who meets Lambeth's eligibility criteria. People who may be eligible for services include:

- older people
- people with a physical disability
- people with sight or hearing disabilities
- people with learning disabilities
- people with mental-ill health
- people with or affected by HIV/AIDS
- people who misuse drugs or alcohol
- people with chronic or severe health problems
- people with a terminal illness

How does Lambeth decide who is eligible?

Along with other councils, Lambeth uses guidance from the Department of Health to decide who is eligible for services. The guidance is called Fair Access to Care Services (FACS).

FACS sets out a national framework for making decisions about who is eligible to receive community care services. This means that there is only one set of eligibility criteria for all adults who seek help from adult social services.

How will you assess whether I am eligible for services?

When deciding whether you are eligible for services, we will consider:

- the problems and issues that you face; and
- the risks to your independence or health

We will carry out an assessment which is an opportunity for you to tell us about your circumstances and discuss your care needs.

During the assessment, a social worker or health worker will ask how you are managing to take care of yourself and what help you feel you may need. If necessary, other professional workers may also be involved in your assessment.

What criteria do you use to assess eligibility?

Under Fair Access to Care Services there are four eligibility bands. These are:

- Critical
- Substantial
- Moderate
- Low

In Lambeth, people who are assessed with critical or substantial needs will be eligible for services. People whose needs are assessed as moderate or low will not be eligible for services.

We have given some examples for each of the bands. Please note that they are a guide only. Each person's situation differs and will be responded to individually.

Critical Needs

This band includes people with the most severe or urgent needs. It means that there has been or there is very likely to be a critical impact on your health, safety or continuing independence.

This means:

- you need help immediately because you have suffered serious abuse or neglect
- you are not able to manage your own essential personal care
- you are not able to maintain your home or immediate environment
- your situation and circumstances are putting an unacceptable strain on the people who care for and support you, and the caring relationship is in immediate danger of breaking down

Lambeth examples

Mrs A lives on the first floor and has little or no independence in completing her daily activities. She is unable to cook, clean or wash without assistance and has poor mobility due to a previous hip fracture. She has no family and a friend who has been informally caring for her cannot sustain daily support. If she doesn't get the correct care there will be critical risks to her physical health.

Substantial Needs

This band includes people whose needs are serious but not critical. It means that there has been or there is very likely to be a significant impact on your health or safety or continuing independence.

This means:

- you have suffered or are at risk of suffering from abuse or neglect
- you need support with your daily personal care and domestic routines
- you need rehabilitative services to prevent a further decline in your independence
- your situation or circumstances are putting a strain on the people who care for you or support you, and the caring relationship may be at risk of breaking down

Lambeth examples

Mr B has mental health needs. Since the loss of his wife he has become withdrawn and depressed. He is not maintaining daily personal care nor accessing an appropriate diet. He is not taking his medication and cannot manage all practical care tasks. As he also has limited understanding of financial matters it is felt if he doesn't get the help he needs his situation will quickly deteriorate.

Moderate Needs

This band includes people whose needs are not critical or serious. It means that there has been or there is likely to be a moderate impact on your health or safety or continuing independence.

This means:

- you need support with two or three personal care or domestic tasks

Lambeth examples

Mr C has physical health needs. After suffering a stroke he is managing his daily personal care with difficulty but his wife, who is able and healthy, has been helping. Although he is not managing practical care tasks as well as he used to there is no immediate need for outside help. However, as his wife is quite elderly, this may change in the future.

Low Needs

This band includes people whose needs are not serious. It means that there has been in the past and may be again a limited impact on your health or safety or continuing independence.

This means:

- you need support once or twice a week with personal care or domestic routines

Lambeth examples

Mrs D can manage her personal care but can no longer do the housework. Her son is arranging to have a cleaner come over once a week.

What happens if I am eligible to receive services?

If you are assessed as being in the critical or substantial bands, you will be eligible for services. Following your assessment, we will aim to be clear with you about what services we will arrange. We will make out a list of the services, write these in a care plan and give you a copy.

Some people may choose to organise their own services following the assessment, using direct payments. We can give you more information about this.

We will carry out regular reviews of your care plan. If you feel that your situation has changed, you can ask for a reassessment, whether you have a care plan or not.

What happens if I am not eligible to receive services?

If you are assessed as being in the moderate or low bands, you will not be eligible for services. Wherever possible, we will give you information about other organisations who may be able to provide some assistance or further information or advice.

In future, if you feel that your situation has changed and that you may now be eligible for services, you can ask for a reassessment.

Will I have to pay for services?

Some of our services are free;
some of our services have a set charge; and
some of our services have a sliding scale of charges depending on your circumstances.

There is never a charge for a community care assessment.

When you have an assessment, we will:

- ask for information about your income and savings
- give you information about welfare benefits and how to claim them

We will take into account the cost of your services and your ability to pay.

We will always give you information about any charges so that you know how much the services will cost before you receive them.

Comments, compliments and complaints

We welcome your ideas and comments on all aspects of Lambeth Adults' and Community Services. If you receive an excellent service or have suggestions about how services can be improved, please let us know.

If you are not happy with the assessment or service you receive, you can discuss this with the member of staff involved. Talking to the person concerned is often the best way to get a problem sorted out.

However, if this does not solve the problem or if you feel that you cannot talk to the member of staff about it, you should speak to their manager. If there is still a problem, you can ask for a copy of the leaflet, "It's your right to complain" or you can contact the Complaints Officer at the address below.

The Complaints Officer

Lambeth Adults' and Community Services
Phoenix House
10 Wandsworth Road
London SW8 2LL
Tel: 020 7926 4840

Contacts

For further information on services for older people, contact Lambeth Adults' and Community Services.

Disability and older people's service

Phoenix House
10 Wandsworth Road
London SW8 2LL
Tel: 020 7926 5555

Hospital social work service

St Thomas' Hospital, South Wing
Lambeth Palace Road
Tel: 020 7188 6199

Emergency Out-of-Hours Service

Tel: 020 7926 1000

Hospital social work service

Lambeth admission and discharge team
Kings College Hospital
Denmark Hill
London SE5 9RS
Tel: 020 7346 6276

Department of Health – eligibility criteria

Critical:

- 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 social support systems and relationships cannot or will not be sustained; and/or
- Vital family and other social roles and responsibilities cannot or will not be undertaken

Substantial:

- 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

Moderate:

- There is, or will be, an inability to carry out several personal care or domestic routines; and/or
- Involvement in several aspects of work, education or learning cannot or will not be sustained; and/or
- Several social support systems and relationships cannot or will not be sustained; and/or
- Several family and other social roles and responsibilities cannot or will not be undertaken

Low:

- There is, or will be, an inability to carry out one or two personal care or domestic routines; and/or
- Involvement in one or two aspects of work, education or learning cannot or will not be sustained; and/or
- One or two social support systems and relationships cannot or will not be sustained; and/or
- One or two family and other social roles and responsibilities cannot or will not be undertaken

If you would like this information in large print, Braille, audio tape or in a community language, please contact Lambeth Adults' and Community Services On **020 7926 5555** or on Type talk: **18002 020 7926 5555**

Spanish

Si desea esta información en otro idioma, rogamos nos llame al **020 7926 5555**

Portuguese

Se desejar esta informação noutra idioma é favor telefonar para **020 7926 5555**

French

Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au **020 7926 5555**

Bengali

এই তথ্য অন্য কোনো ভাষায় আপনার প্রয়োজন হলে অনুগ্রহ করে ফোন করুন **020 7926 5555**

Twi

Se wope saa nkaeboy yi wo kasa foforo mu a fre **020 7926 5555**

Yoruba

Tí ẹ ba fẹ ìmoràn yíí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo **020 7926 5555**

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