

Fair Access to Community Care Services in North Ayrshire

This booklet explains how Community Care
Services arranges care for you.





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Community Care Services

Here to Help

Community Care is the name given to services that support people to live as independently and safely as possible.

We provide, or purchase a wide range of social care and support services for people in North Ayrshire. This support may be for a few weeks for example, to assist with regaining mobility and confidence following an illness, or accident. Services may be required over a longer period of time, to meet the needs of a permanent disability, or frailty.

Your needs may be met in different ways –

- ❑ By the Council providing a service,
- ❑ by the Council purchasing care for you from another agency,
- ❑ or by the Council providing you with a Direct Payment to buy care, or employ your own staff, depending on your circumstances.

Under the National Health Service and Community Care Act 1990, North Ayrshire Council is responsible for assessing an individual's needs and for arranging Community Care Services. To do this, we work in partnership with Ayrshire and Arran NHS Trust, voluntary organisations, private providers of services and other Council services such as Housing.

This booklet explains how Eligibility Criteria (Guidelines) are applied when we consider you and your carers needs, for Community Care Services. It explains what happens when you ask for services, how we deal with your request and how we decide within the Eligibility Criteria whether you qualify for services.

Why must I qualify for a service?

As our funds are limited, we must make sure that we work with the people who are in greatest need of help. Because of this we use assessments and a set of rules called Eligibility Criteria to make sure that:

- ❑ Services are given to the people who need them most.
- ❑ Everyone who asks for a service is dealt with fairly using the same guidelines (Eligibility Criteria).
- ❑ Short term intervention is provided to help people continue to care for themselves, reducing the need for ongoing services.
- ❑ Everyone understands what decisions we make and why

Based on your individual circumstances the guidelines determine whether you qualify, for a service and what level of priority we need to give you.

Unfortunately, we cannot help everyone who approaches us, nor can we always provide the services people request. However, we will always be happy to give you information and tell you about any other organisations which might be useful to you.

How to ask for services?

You can contact, Community Care Services through our Reception Services. Located within your communities, you can contacted them by calling into your local office, by phone, fax or by placing your request through our web site www.NorthAyrshire.gov.uk. If you prefer a friend, relative, advocate, or your doctor can ask on your behalf. Alternatively, you can speak with your District, or Community Nurse, Occupational Therapist, or key Health Worker.

Contact details are provided at the back of this booklet.

Assessing your needs

What is an assessment?

Before you can receive a service, we will need some information about your care needs.

An assessment is a meeting with you and possibly your carer, or advocate, to look at your circumstances and talk about the kind of help you think you need. We must discuss with you and clearly understand the difficulties you are experiencing, how this is affecting you and what support we may be able to give you. Our aim is to help you remain as independent as possible.

The assessment is not a test, but a way of working out what your needs are and which might be putting you at risk. We will involve you and keep you informed throughout the process. Please ask us to explain anything you do not understand.

How does an assessment take place?

Once you have asked for an assessment, one of our staff will get in touch with you to arrange to carry it out. An assessment usually involves one or more visits to your home by someone who works in Social Services, or Health, such as a Social Worker, Community Care Assessor, your District nurse, or Community Nurse.

We now work together with the NHS and have introduced the **'single shared assessment.'** This means that no matter who meets with you to discuss your care needs, we will only ask for this information once. With your permission we will share this information with others who will be involved in your care.

In order to allow us to understand your daily living needs, we will ask you who else we should speak to, for example, your doctor, or family.

The person who assesses your care needs will explain what will happen in more detail and will be pleased to answer any questions you may have. For many people it will only take a matter of days to complete the assessment and start providing services. For others the assessment process may take some time.

Getting the most out of your assessment

You might want to prepare, for your assessment by jotting down anything you want to talk through with us:

- What is difficult for you?
- What kind of help are you having at the moment?
- Are some days much easier than others? If so, why do you think this is?

We know that there are some things which can be difficult, or stressful to talk about, but please don't be embarrassed. We will understand your feelings and respect them. If your first language is not English, or you use sign language, contact our Reception Services and we will arrange for an interpreter. **Contact details are at the back of this booklet.**

Carers assessments

You may have a carer, relative, or friend who provides you with unpaid help so that you can remain independent in your own home. We will want to talk to them about what help they are able and willing to give.

Carers have the right to ask for a separate assessment of their own needs, independent of the person they look after.

Are you eligible for services

What we look for

We will prioritise your need to receive services, based on your assessment.

We look at the following four main areas of need which can have an impact on your independence:

- ❑ Health and safety of yourself and others including physical and mental health,
- ❑ your ability to manage personal care (including getting up and dressed, going to bed, personal hygiene, continence management, mobility problems, simple treatments and help with eating) and daily routines,
- ❑ your involvement in work, education and learning, social life, relationships, family and friends, social roles and responsibilities,
- ❑ your carer's needs.

We then look at each of these areas to see whether the risk to your independence, if your needs are not addressed, is:

Critical

Risk of major harm/danger to a person, or major risks to independence

Substantial

Risk of significant impairment to the health and wellbeing of a person, or significant risk to independence

Moderate

Risk of some impairment to the health and wellbeing of a person or some risk to independence

Low

Low risk to independence, health and wellbeing

Working out if you will get help

If your needs mean that the risk to your independence is critical, or substantial you will be considered for appropriate Community Care Services. For people with moderate and low needs the focus will be on finding alternatives to giving you Community Care services, this will include contributions from family, the wider community, voluntary sector and other agencies. We will focus on short term interventions to help you to become as independent as possible.

The person who does your assessment will confirm this decision in writing and you will be given information and advice about the other sources of help and assistance.

How long will I receive services?

Services may be provided for a long, or short period depending on your needs. If you are recovering from an illness, or accident, support will be provided until you regain your independence.

Services will be reviewed to check that they are appropriate for you and to identify how much longer they will be needed.

What happens next?

Your Care Plan

Once we have worked out your eligible needs we will write a 'care plan'. It explains how your needs will be met by local services and what those services are trying to achieve. These services might be, care at home services, a long or short term stay in residential care, adaptations to your home, day care or other daytime activities. Some people choose to receive money in the form of a Direct Payment, so that they can arrange care for themselves rather than receiving services. Ask us if you want to find out more about this.

We will explain any charges you will be expected to pay before you start receiving any Council service and will advise you on any benefits that we think you are entitled to.

Your care plan will be reviewed with you and your carer at regular intervals, to see if your situation has changed and whether it is still meeting your needs.

What if my needs change?

When your needs or circumstances change and you need a re-assessment please contact us. Arrangements will be made for a review of your needs. You may need:

- more of a particular service,
- short term crisis support,
- a different service, or less of a service,
- no service at all.

If you no longer meet the eligibility criteria, we will not continue to provide services. We will, however, provide you with information and advice about other sources of support.

Will I have to pay?

There is no charge for having your needs assessed, or for having a care plan created, so do not hesitate to ask us if we can help you. However, there are services for which we do make a charge. If charges do apply, the amount will depend on your income and your ability to pay.

We can help by giving you a financial assessment so we can calculate any charges, this means we look at your income and savings to work out what you should be paying. At the same time, we will check that you are getting all the benefits you are entitled to.

What if I don't agree with the decision?

If you have any concerns or do not agree with the outcome of your assessment for services, please speak with the member of staff who assessed your needs.

If you are still not satisfied, our Listening and Learning leaflet explains how to make a complaint, comment or suggestion, available from any local office or library. Or you can write a letter or send comments electronically using the "Contact Us" facility on our website: www.north-ayrshire.gov.uk, or e-mail us at contactus@north-ayrshire.gov.uk

If you tell the assessor that you are not happy with their decision or you lodge a formal complaint, a review of the decision will automatically take place.

We welcome any comments about our services good or bad. We are interested to hear how we could do things better, and we like to know when we are doing well.

Your comments help us improve services

Our Commitment to You

Statement on confidentiality

Any personal information you give us will be accurately recorded and we will only pass it on to other service providers if you want us to, this means that you do not have to keep repeating the same information. This helps us to look at your needs in more detail and provide services more quickly. We are committed to ensuring that only those who absolutely need to know have access to your personal information and then usually when you understand and support why they need to know.

Statement on personal information

You have the right to see the information we hold about you in a form that suits you, for example in your language, on tape or through an interpreter. A leaflet explaining more about this, The Right of Access to Personal Information, is available on request. **Contact details are at the back of this booklet.**

Help in an Emergency

Help outside normal office hours (evenings, weekends and holidays) is available from the out of hours service on 0800 811505.

Equal opportunities

We have an equal opportunities policy to provide services regardless of gender, race, religion, sexual orientation or ability/disability.

Where to find us?

Contact us through Reception Services

- ❑ Bridgegate House, Irvine, KA12 8BD
Telephone: 01294 324800, Fax: 01294 324800
Email: RSIrvine@north-ayrshire.gov.uk
- ❑ Craigton Road, Kilbirnie, KA25 6LJ
Telephone: 01505 684551, Fax: 01505 685600
Email: RSKilbirnie@north-ayrshire.gov.uk
- ❑ Shore Road, Lamlash, Isle of Arran, KA27 8JY
Telephone: 01770 600742, Fax: 01770 600784
Email: RSArran@north-ayrshire.gov.uk
- ❑ Largs, 32/34 Brooksby, KA30 8LE
Telephone: 01475 674585, Fax: 01475 674588
Email: RSLargs@north-ayrshire.gov.uk
- ❑ Saltcoats, 17 Vernon Street, KA21 5HE
Telephone: 01294 602535, Fax: 01294 601794
Email: RS3Towns@north-ayrshire.gov.uk

Opening Hours

- ❑ Monday - Thursday 9am - 4.45pm
Friday 9am - 4.30pm
(Excluding public holidays)

Reception Services staff are available every weekday in all local offices except Arran, where local staff provide the service.

Please phone 01294 317761 if you would like this information in Cantonese, Urdu or Punjabi.

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

درخواست پر ریڈیو تاپیز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

If you need this information in large print,
on audio-tape, Braille or in other formats
please phone 01294 317761



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