

Fair Access to Care

Adult Social Services and Housing



How do we decide who gets care services

This information explains how we decide who needs the most help and who may get care services.

- we help lots of people so they can stay safe and be independent
- we may not provide services for everyone who asks for help
- we help the people who are most at risk and with greatest need

What happens when you ask us for help?

- We will talk to you about your situation and what help you may need
- If we think you need help we will do an assessment of your needs
- A staff member will come and talk to you and collect information about your needs

We must help people who have the greatest needs and are at most risk now and in the near future.

There are 4 levels of need

- Critical
- Substantial
- Moderate
- Low

We only provide care services for people with needs that are **Critical** or **Substantial**

Critical Needs – Very High Risk

More than one of the following:

A person with critical needs will:

- have very serious health problems and could possible die
- not be able to get shopping, medicine or money
- not be able to do any personal care or housework
- have experienced serious abuse



- feel **very** unhappy because they can not meet other people
- have no choice or control in their life

Substantial Needs – High Risk

One or more of the following:

A person with **Substantial** needs will:

- have serious health problems
- not be able to get most of their shopping, medicines or money
- not be able to do most of their personal care or housework
- have experienced abuse
- be likely to experience a breakdown in support and family life
- not be able to go to work, college or do social activities
- not be able to have much choice or control in their life

Moderate Needs – Medium Risk

One or more of the following:

A person with **moderate** needs will:

- still be able to go out and do a lot of things like shopping, get money and medicines
- still be able to help themselves with some of their personal care and housework
- have some problems with social and family relationships
- not be able to go out much to meet people, go to college or work

Low Needs – Some Risk

One or more of the following:

A person with **low** needs will:

- be able to do some personal care or housework activities
- be able to do some work or college activities
- be able to have some of their social or family relationships



We will look at your needs and decide what help we can give.

If we can not help with care services

We will:

- give you advice and information about other ways you could get help
- find out if anyone else can help you. This could be someone in your family, a friend or another organisation.

For more information

Contact:

North Somerset Care Connect

Tel: 01275 888 801

Minicom: 01275 888 805

Telephone lines open from 8am to 6pm Monday to Friday

Email: care.connect@n-somerset.gov.uk

What if you are not happy with our decision?

If you disagree with our decision you should make a complaint

There is nothing wrong with complaining. We need people to complain so that we know how we can improve services.

If you want to make a complaint or make a compliment

Please write to:

Christopher Orlik

Complaints Manager

Adult Social Services and Housing

Town Hall

Walliscote Grove Road

Weston super Mare

BS23 1UJ

Or Tel: **01275 882 171**

Or email: christopher.orlik@n-someset.gov.uk

This publication is available in large print, Braille or audio formats on request.

Help is also available for people who require council information in languages other than English. Please contact **01275 882181**.

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