

## Do you need more information?

You or your carer can call us on any of the numbers on the back panel of this leaflet, or if you wish, you or your carer could come into one of our offices.

If you have any comments or suggestions, including complaints please do not hesitate to contact us and we will try our best to resolve your query.

You can also contact the Care Commission at the address below:

### The Care Commission

Custom House  
Quay Street  
Stornoway  
Isle Of Lewis  
HS1 2XX  
Tel: 01851 706157



# Comhairle nan Eilean Siar

**SOCIAL AND COMMUNITY SERVICES**  
Community Care

**STORNOWAY**  
Sandwick Road  
Stornoway  
Isle of Lewis  
HS1 2BW

Tel: 01851 0845 600 7090  
Fax: 01851 705349

**TARBERT**  
Comhairle nan Eilean Siar  
Council Offices  
Tarbert  
Isle of Harris  
HS3 3DF

Tel: 01859 502367  
Fax: 01859 502283

**BALIVANICH**  
Comhairle nan Eilean Siar  
Council Offices  
Balivanich  
Isle of Benbecula  
HS7 5LA

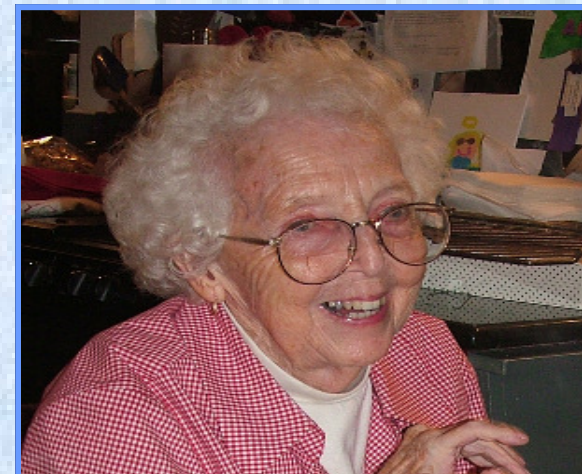
Tel: 01870 602425  
Fax: 01870 602332

**CASTLEBAY**  
Comhairle nan Eilean Siar  
Council Offices  
Castlebay  
Isle of Barra  
HS9 5XD

Tel: 01871 810 431  
Fax: 01871 810254

# Comhairle nan Eilean Siar

**SOCIAL AND COMMUNITY SERVICES**  
Community Care



## Eligibility Criteria for Community Care

*To be a progressive organisation that inspires confidence in the people who use our services, our staff and other stakeholders.*

Community Care Services play an important part in providing people with services to enable them to be safe and independent. We can provide:

- Information about community care services
- An assessment of needs
- Practical help for some people

Before providing or arranging help we always carry out an assessment of needs, this can be requested by:

- Anyone who is disabled
- Carers who provide a substantial amount of care on a regular basis
- Anyone with a long term illness which has a substantial impact on ability to carry out day to day tasks.

You will not be discriminated against on the grounds of your age, gender, ethnic group, religion, disability or living and caring arrangements.

We do not generally provide help for domestic cleaning, laundry, shopping and pension collection when these are a person's only requirement for assistance.

We use eligibility criteria based on the Scottish Government National Eligibility Criteria. This is designed to create greater fairness in services provided to adults across Scotland and concentrate help for those most in need.

When we assess, we also consider:

1. health and safety
2. daily routines and home environment
3. family and social responsibilities
4. carer needs.

The Scottish government has put needs into four bands that reflect the severity of risk to a person's health and safety or independence if these needs are not met:

- **Critical**
- **Substantial**
- **Moderate**
- **Low**

The Comhairle has a limited budget and can only afford to help those people who have needs within the critical or substantial band. If your needs are assessed as Moderate or Low we will not be able to provide or arrange services for you. However, we will give you advice and information to help you find support from elsewhere

The Scottish Government framework is set out below:

#### **CRITICAL - risk to independence**

Risk is present now or may occur within one week

This indicates that there are major risks to an individual's independent living or health and well-being which is likely to call for the immediate or imminent provision of social care services (high priority).

#### **SUBSTANTIAL - risk to independence**

Risk is present now or may occur in the next three months.

This indicates that there are significant risks to an individual's independence or health and well-being which is likely to call for the immediate or imminent provision of social care services (high priority).

#### **MODERATE - risk to independence**

Risk is present now or likely to arise in the next six months.

This indicates that there are some risks to an individual's independence or health and well-being. These may be manageable over the foreseeable future without service provision, with appropriate arrangements for review.

#### **LOW - risk to independence**

Risk is present now or likely to occur in the next twelve months.

This indicates that there may be some quality of life issues, but low risks to an individual's independence or health and well-being with very limited, if any, requirement for the provision of social care services. There may be some need for alternative support or advice and appropriate arrangements for review over the foreseeable future or longer term.

#### **What should I do if I am not satisfied ?**

You should always be given a copy of your assessment and care plan.

If you are not satisfied with the outcome of your assessment, please discuss with the person who is working with you, they will provide you with more information about how the decision about eligibility was reached. If you wish to view the detailed assessment tool used by Community Care Services to determine eligibility then please ask your Social Worker/Home Care Organiser for a copy.

If you remain unhappy, you can make a formal complaint, please ask for a copy of our Complaints leaflet

For further information, or to ask for an assessment, please contact your nearest Community Care Office:

#### **We promise:-**

- At all times to treat you with respect and to be honest and open
- To make sure you receive clear and accurate information about our services
- To involve you in decisions about the services you receive
- To take your comments or complaints seriously and do our best to resolve problems quickly and fairly
- To consult you regularly so that you can tell us what you think about our services and how we can improve them.

This document/publication/leaflet about 'Eligibility Criteria for Community Care Services' can be made available on request in a range of languages, large print, electronic and accessible formats from the Service Improvement Officer on telephone number 01851 709513