

**Isle of Wight Council
Adult Social Care**

**Getting support from
Adult Social Care on the
Isle of Wight**

January 2019

1 Document Information

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Version History		
Version	Date	Description
V0.1	January 2015	Draft v0.1
V0.2	February 2015	Amendments made by Debbie Morris, including the addition of case study Appendices
V0.3	February 2015	Amendments made by Tracy Cartmell and Vamsi Pelluri to conform to wording and guidance in the Care Act
V0.4	March 2015	Amendments made by Stephen Ward re: S117 MHA (Section 14) and related documents (Sec 16)
V0.5	April 2015	Incorporated Legal comments and amendments made by Vamsi Pelluri and Catherine Smith-Ivory
V0.6	June 2015	Section 4 Refusal of Assessment and 5 Integrated Assessments sections included.
V1.1	October 2018	Refreshed from the previous June 2015 (Final v0.6) Policy.
V2.0	Oct-Jan 2019	Collective amendments made by the Commissioning Team.

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3 Purpose, Scope and Aims

Under Section 9 of the [Care Act 2014](#) the Isle of Wight Council (we) have a duty to assess and focus on promoting your wellbeing. This means helping you achieve the things that matter to you in your life. We will do as much as possible to help you maintain, regain or increase your independence and be as active as possible.

The policy sets out the individual's right to refuse assessment as well as the eligibility and assessment process and criteria. The policy also defines the scope of the council's responsibility to those who do not meet the eligibility criteria.

This policy applies not only to people who are eligible to receive funded social care and support but to their family, carers and people who pay for their own care.

We must also protect adults with care and support needs who are unable to protect themselves from harm.

To do this we will assess the needs of any adult over the age of 18 years who appears to have a need for care and support. We will then determine whether those needs are eligible for support under the [National Care and Support \(Eligibility Criteria\) Regulations](#).

You may be in a position where you need information, advice or guidance on how best to support yourself to live as independently as possible and/or continue in your caring role. Whether you need support in your own home or a residential setting, we can help you identify the most suitable type of care to meet your needs.

If you need help to live independently in your own home we may be able to help you. We will discuss with you the most suitable type of aids, adaptations, telecare, care and support that is available.

If you need help to manage your current situation please telephone our Adult First Response team on 01983 814980. Staff will talk to you, evaluate your situation and provide you with advice or support to help you. Other support networks include your local General Practitioner (GP) or Isle Help (tel: 01983 823898).

This updated policy came into effect on 7th January 2019 and replaced the June 2015 Assessment and Eligibility policy.

4 What is a Wellbeing Assessment?

In partnership with you, we will assess your circumstances and may signpost you to services or organisations that can help resolve your situation or help you.

We will carry out an assessment of your needs involving those people you want to be involved. We call this a Wellbeing Assessment. The assessment will make recommendations about your needs and what best meets those needs. If required, we will work out a budget to ensure you get what care you need. We call this a Personal Budget.

The assessment allows you (the adult with care and support needs) to be able to understand:

- The assessment process
- The implications of the process for your condition and situation
- Your own needs, what can be achieved, outcomes and impact on your wellbeing
- The basis on which decisions are reached and
- Identify options available to you

Assessments help the council understand:

- The things that are important to you and your family
- The things you can and can't do in your daily routine
- How it affects your health and wellbeing
- Any care and support you receive from your family and friends
- What you would like to achieve with care and support
- The things you can do to keep yourself healthy, active and independent
- Activities, services and involvement that could meet your needs in the local community

For some services we will carry out a financial assessment that will help us work out how much you will pay towards your care.

5 What happens during an assessment?

We will work with you using the eligibility criteria to create a Wellbeing Assessment that helps you and the council identify your care and support needs. We will ensure the assessment promotes your independence and the process is adapted to your circumstances, needs (communication needs, level of complexity etc) and preferences.

We believe that you should be at the centre of the assessment and planning process because you understand your own needs and how you would like them to be met. The assessment comes in different formats and can be carried out in various ways, including but not limited to:

- A face-to-face assessment between you and an assessor
- A supported self-assessment, where you complete the assessment yourself and the IWC is assured it is an accurate reflection of your needs
- A joint assessment, where relevant agencies work together to avoid you having multiple assessments carried out
- A combined assessment, where your assessment is combined with a carer's assessment and/or an assessment relating to a child so that any interconnected needs are properly captured and the process is as efficient as possible.

Any care provided by a carer will be recorded but will not influence any decision about your eligibility to receive care and support.

We will use the information from the assessment to develop and implement a Wellbeing Plan to meet your identified outcomes. Or we will give you appropriate information and advice. Once the assessment is complete we will write to you to tell you if they are eligible to receive help. If you are not eligible for help we will write to you to confirm our decision and explain the reason why. We will also signpost you to various other organisations, including the voluntary sector, who may be able to help or provide you with advice and information.

Joint assessments (Adult Social Care/Housing) will be carried out if the person is identified as being of no fixed abode is identified or if a social care professional identifies that there is a threat of homelessness.

6 Independent Advocates

You may need some help to say what you want and an advocate can help you do this. Independent advocates help ensure your views are heard, so that your problems can be resolved.

A social care worker will identify if you meet the qualifying criteria under the Care Act, Mental Health Act or the Mental Capacity Act to access help from an independent advocate.

7 Declining an Assessment

Under section 11 of the Care Act, the council is not required to carry out an assessment if you do not not feel you need care or do not want any help from the council, provided you have capacity to refuse the assessment.

If you refuse an assessment and appear to lack the capacity to do this or lacks the capacity to request an assessment or to express your needs, we will carry out a mental capacity assessment in line with best practice and the requirements of the Mental Capacity Act.

If you are found to lack capacity to refuse the assessment and we believe a Wellbeing Assessment would be in your best interests, we will carry out an assessment. The same applies, if you experience or are at risk of abuse or neglect.

In line with national guidance it is good practice to maintain contact with you, support you to consider the implications of your choice and understand other choices open to you. If your circumstances or needs change, we will consider whether we are required to offer an assessment.

8 Eligibility Criteria for Services under the Care Act 2014

The Care Act's national eligibility threshold consists of three criteria, **all** of which must be met for your needs to be eligible for social care and support. The eligibility threshold ensures consistency and is based on identifying:

- Whether your needs are due to a physical or mental impairment or illness
- To what extent your needs affect your ability to achieve two or more specified outcomes and
- Whether and to what extent this impacts on your wellbeing.

Even if you are not eligible for social care and support we can still help with information, advice and guidance including signposting to other organisations that can help meet your needs.

9 'Outcomes' and 'Wellbeing'

9.1 Outcomes

The Care Act criteria looks at whether an individual's physical or mental impairment or illness stops them achieving certain things. These are called **outcomes**. The table below lists each of the outcomes and explains what they mean:

Needs	Interpretation
The adult's needs arise from or are related to a physical or mental impairment or illness.	Includes physical, mental, sensory, learning or cognitive disabilities or illnesses; substance misuse or brain injury.
Outcomes If as a result of the needs, the adult is unable to achieve two or more of the following they may be eligible for help:	The adult is "unable to achieve" an outcome if: <ul style="list-style-type: none"> • They are unable to do so without assistance; • Doing so causes significant pain, distress or anxiety; • Doing so is likely to endanger their health or safety or that of others; • Doing so takes significantly longer than would normally be expected.
Managing and maintaining nutrition	Being able to prepare and eat snacks and meals and have drinks
Maintaining personal hygiene	Washing, bathing or showering
Managing toilet needs	Being able to go to the toilet during the day and the night, dealing with incontinence
Being appropriately clothed	Getting dressed in the morning and ready for bed in the evening, making sure clothing is appropriate for the weather
Being able to make use of the home Safely	Getting around your home, for example up and down stairs and steps, using kitchen equipment
Maintaining a habitable home Environment	Keeping the home clean, warm and in a good state of repair
Developing and maintaining family or other personal relationships	Keeping in touch with family and friends
Accessing and engaging in work, training, education or volunteering	Being able to find paid or voluntary work, keep a job, learn new skills or get qualifications
Making use of necessary facilities or services in the local community including public transport and recreational facilities or services	Being able to get to the shops and local services such as the GP, dentist, bank or post office. Also includes taking part in social and leisure activities, going to a place of worship and using public transport for example
Carrying out any caring responsibilities the adult has for a child	Being able to look after your own child, step-child or foster child

9.2 Wellbeing

If the individual is not able to achieve 2 or more outcomes, we will look at how this affects their wellbeing. Wellbeing is the way that a person feels about and experiences their life. The table below shows how the national eligibility criteria describe wellbeing. It also provides an explanation of what this might mean to individuals.

Wellbeing description	What this could mean
Personal dignity	Being treated with respect, having your own privacy, having self-esteem, being free from pain, being able to do the things you want to and make your own decisions.
Physical and mental health and emotional wellbeing	Being healthy, feeling happy and positive, being able to deal with stress and get the most from life.
Protection from abuse and neglect	Feeling safe, protected and cared for in your own home and in the community.
Control over day-to-day life	Being able to make your own decisions and do the things you want and need to do.
Participation in work, education, training or recreation	Having opportunities to work and learn. Being able to do the things that you enjoy.
Social and economic wellbeing	Being able make new friends and acquaintances and have a sense of belonging in your community. Having enough money to live on, whether this is by going to work, getting all of the benefits that you are entitled to, or being able to manage your money.
Domestic, family and personal relationships	Having good, positive relationships with your family and friends.
Suitability of living accommodation	Making sure that it is clean, warm, safe and in a good state of repair.
Your contribution to society	Doing something for your community, for example volunteering or providing care and support for someone.

10 Carers

A carer is anyone who cares, is not paid, for a family member or friend over the age of 18 years who due to illness, disability, a mental health condition or addiction cannot manage to live independently without support. Carers IW have been jointly commissioned by the Isle of Wight Council and the Clinical Commissioning Group to provide a variety of different support to carers living on the island. Carers IW will also be able to advise you if you may be eligible for services from the council.

A carer's assessment will support us to work out what help you may need to support you in your caring responsibilities. It will look at:

- the help needed by the person you are providing care for
- the help you are providing
- the support you need for your life outside of caring (such as work, education, family life, social life, your own health and wellbeing)
- the service(s) other organisations might be able to provide
- the service(s) the council may provide

The assessment will consider the impact the care and support you provide is having on your own wellbeing, as well as important aspects of your life, including the things you want to achieve day-to-day. It will also consider other important issues, such as whether you are able or willing to carry on caring, whether you work or want to work and whether you want to study. Sometimes the person you care for will not want to be assessed for their needs; however you can ask for a Carers Assessment in your own right to support you.

When the assessment is complete, we will decide whether the carer's needs are eligible for support. The threshold is based on the impact a carer's need for support has on their wellbeing. This approach is similar to that used for adults with care and support needs.

11 Carers Eligibility Criteria

Carers eligibility decision process	
Needs - the needs arise as a consequence of providing necessary care to an adult, and the carer is 'unable' to achieve the following:	
Outcomes <i>As a result of the carer's needs, either:</i>	Wellbeing <i>As a consequence, there is or is likely to be a significant impact on the carer's wellbeing, including:</i>
<ul style="list-style-type: none"> a) the carer's physical; or mental health is, or is at risk of, deteriorating, or b) the carer is unable to achieve any one of the following outcomes: <ul style="list-style-type: none"> i. carrying out any caring responsibilities the carer has for a child; ii. providing care to other persons for whom the carer provides care; iii. maintaining a habitable home environment; iv. managing and maintaining nutrition; v. developing and maintaining family or other significant personal relationships; vi. accessing and engaging in work, training, education or volunteering; vii. accessing and engaging in work, training, education or volunteering; viii. making use of necessary facilities or services in the local community including recreational facilities or services; ix. engaging in recreational activities. 	<ul style="list-style-type: none"> a) personal dignity (including treatment of the individual with respect); b) physical and mental health and emotional wellbeing; c) protection from abuse and neglect; d) personal dignity (including treatment of the individual with respect); e) physical and mental health and emotional wellbeing; f) protection from abuse and neglect; g) control by the individual over day-to-day life (including over care and support provided and the way it is provided); h) participation in work, education, training or recreation; i) social and economic wellbeing; j) domestic, family and personal relationships; k) suitability of living accommodation; l) the individual's contribution to society.

12 Paying for care

Depending on your savings or investments, most people pay something towards their care and support. The amount you pay depends on your individual financial circumstances. We will carry out a financial assessment to work out how much you should pay.

Your Wellbeing Assessment will determine an indicative budget to deliver your outcomes. We call this a Personal Budget.

You can arrange care various ways:

- Arrange it yourself.
- Ask family or friends to help you.
- The council can arrange it for you.

If you feel you lack the skills or confidence to arrange your own care, or you are not sure what to do next, you may decide that you would benefit from our help in arranging this care on your behalf. If this is the case, we are happy to help.

More details on Charging and paying for Adult Social Care by clicking [here](#) or <https://www.iwight.com/documentlibrary/view/charging-and-paying-for-adult-social-care-services-factsheet>

13 Unhappy with the process or decision made

If you are unhappy with the process, your assessment or direct payment, we would like to hear about it as soon as possible. We recommend you speak to an Adult Social Care member of staff in the first instance.

If you disagree with a decision made about your assessment of adult social care needs, finances or a decision about their Wellbeing Plan, you have the right to appeal. Details on appeals can be found by clicking [here](#) or by: <https://www.iwight.com/Council/OtherServices/Adult-Services-Complaints/Appeals3>

Complaint details can be found by clicking [here](#) or by: <https://www.iwight.com/Council/OtherServices/Adult-Services-Complaints/A-Guide-to-Adult-Services-Complaints/>