

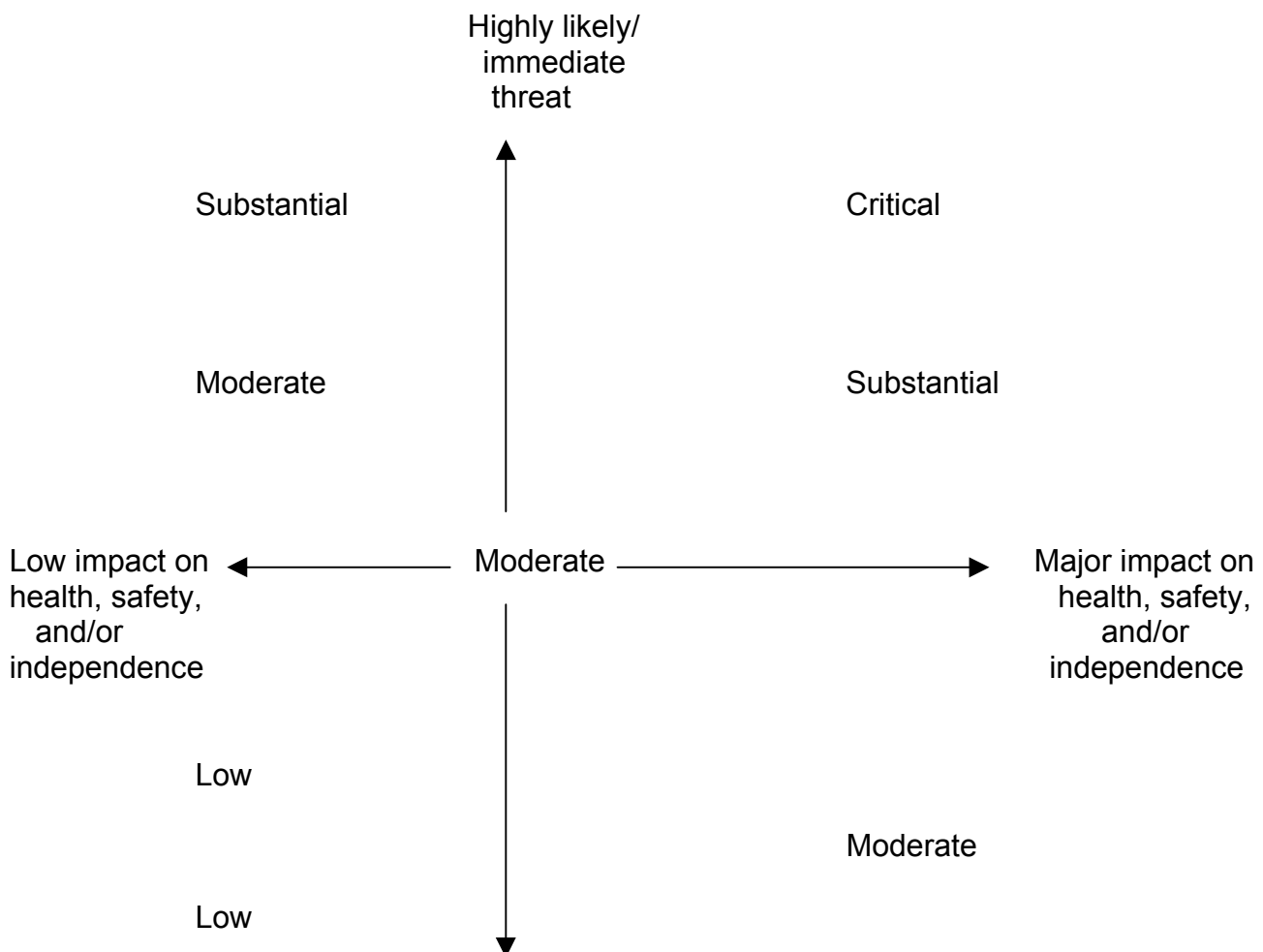
# London Borough of Southwark Appendix C Eligibility Criteria for Community Care Services [2003]

## Introduction

These criteria are used to assess people's eligibility for community care services and the priority for different needs. They consider the risks to people's health, safety and independence. They consider:

- The likelihood and immediacy of the risk (for example "this has already happened" or "this is likely to happen but not for some time");
- The impact on some-one's health, safety or independence (e.g. "this is having a minor impact on some-one's safety" or "this would cause a major loss of independence").

Having considered these issues, the criteria prioritise people into one of four bands: "critical", "substantial", "moderate" or "low". The diagram below summarises this:



Unlikely/longer term threat

**Needs that are assessed as critical, substantial or moderate are eligible for community care services.**

## **CRITICAL RISK**

**Criteria . . .**

- **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.**

### **Examples of circumstances that may indicate a critical risk**

**Intervention of community care services is necessary to ensure someone's safety or to prevent a loss of independence because:**

#### Safety

Life is [or is very likely to be] under serious and imminent threat.

An incident has occurred [or is very likely to occur in the immediate future] that has had [or is very likely to have] a critical impact on the health, safety or independence of the user [ e.g. urgent referral from the 'Falls' clinic or O/T.

#### Health

There are severe mental health problems that require urgent assessment under the Mental Health Act.

Immediate intervention is required to prevent or address any of the following:

- Admission to hospital
- Admission to residential or nursing care home
- Delayed hospital discharge
- Significant health problems or deterioration in health
- Increased need for medical or nursing intervention [resulting, for example, from neglected wound care, failure to provide equipment, breakdown of tissue viability, hypothermia]
- significant physical pain.

### Home Environment

The absence of community care services means the person has lost their tenancy or home or is very likely to do so in the immediate future.

### Abuse/Neglect

Serious abuse or neglect has occurred, been alleged, or is very likely to occur [e.g. physical violence, significant, systematic emotional abuse, significant theft/misappropriation of money by carer(s)/staff/trusted people].

### Personal care and domestic routines

Basic needs are not being met [ or are very likely not to be met in the immediate future] and this seriously threatens the health and safety of the user.

Basic needs – e.g. moving/transferring within home, feeding/eating, toileting, dressing, personal hygiene, compliance with critical medical care regime/medication administration.

### Employment, Education, Learning

Community care services are urgently needed to prevent the loss of a job.

### Support networks and relationships

Support networks that are critical to the health, safety or continuing independence of the user have broken down, [or are very likely to break down in the future] – including the inability of carer to continue in a critical caring role.

Immediate admission to care or significantly increased level of community care services will be needed if not addressed.

### Family and Social Roles and responsibilities

The user is unable to care for dependents and as a result they have critical **or** significant health or social care needs [ or are very likely to have in the immediate future].

# **SUBSTANTIAL RISK**

## **Criteria . . .**

- **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 family roles and responsibilities cannot or will not be undertaken.**

## **Examples of circumstances that may indicate a substantial risk**

**Intervention of community care services is necessary to ensure someone's safety or to prevent a loss of independence because:**

### Safety

There are significant safety concerns [e.g. unmet need for monitoring throughout the day to maintain safety.

The user is very likely to need emergency help, but is unable to summon it.

An accident has occurred [or is very likely to occur within the next few weeks] that has had [or is very likely to have] a significant impact on health, safety or independence [e.g. a recent fall and referral to falls clinic.

### Health

The user is severely confused, deluded or has no insight into his/her ability to cope. This, or alcohol or substance abuse, presents a significant threat to the health, safety or independence of the user, carer or other people. Action is required to address or prevent escalation of the problem.

Intervention is required within one week to prevent or address any of the following:

- Admission to hospital
- Admission to residential or nursing care home
- Delayed hospital discharge
- Significant health problems or deterioration in health
- Increased need for medical or nursing intervention [resulting, for example, from neglected wound care, failure to provide equipment, breakdown of tissue viability, hypothermia]
- Significant physical pain

## Personal Care and Domestic Routines

Intervention is needed within the next week to make sure basic needs are met or continue to be met.

Basic needs, e.g. moving/transferring within home, feeding/eating, toileting, dressing, personal hygiene, compliance with critical medical care regime/medication administration.

## Support Networks and Relationships

Existing support networks are under great pressure and very likely to significantly and quickly deteriorate to the extent that they become irretrievably broken down.

Admission to care or significantly increased levels of community care services will be very likely, if not inevitable, in the short term [e.g. over the next 1 – 2 months] if not addressed.

## Family and Social Roles and Responsibilities

If community care services are not provided, there is a significant risk that in the short term [e.g. 1 – 2 months] the user will be unable to care for dependents and as a result they will then have critical or significant health or social care needs.

## MODERATE RISK

### Criteria . . .

- 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.

### Examples of circumstances that may indicate a moderate risk

**Intervention of community care services is necessary to ensure someone's safety or to prevent a loss of independence because:**

#### Safety

There is a continuing risk of harm [e.g. unmet need for regular monitoring].

An accident has occurred [or is very likely to occur within the next 2 – 6 months] that has had [or is very likely to have] a moderate impact on health, safety or independence.

#### Health

The user is confused or has limited insight into ability to cope. Depression, dementia or other conditions exist.

This poses a moderate risk to health, safety or independence over the medium term [ e.g. over the next 2 – 6 months.

Intervention is required within three weeks to prevent or address any of the following:

- Admission to hospital
- Admission to residential or nursing care home
- Delayed hospital discharge
- Significant health problems or deterioration in health
- Increased need for medical or nursing intervention [resulting, for example, from neglected wound care, failure to provide equipment, breakdown of tissue viability, hypothermia.
- Significant physical pain.

#### Abuse

There is evidence that the user is vulnerable to limited financial exploitation or emotional manipulation.

## Home Environment

The absence of community care services is causing a significant - but not immediate – risk of loss of tenancy/home or ability to look after the home such that continued living there will become increasingly unlikely in the short-term [e.g. over the next 1 – 2 months].

## Personal Care and Domestic Routines

Basic needs are adequately met but factors such as poor nutrition, poor hygiene or poor compliance with a medical regime are threatening the person's health and continuing independence in the medium term [2 – 6 months] and this is not as a direct result of the person's informed choice.

Basic needs, e.g. moving/transferring within home, feeding/eating, toileting, dressing, personal hygiene, compliance with critical medical care regime/medication administration.

## Employment, Education, Learning

Without the involvement of community care services, there is a medium term risk [e.g. 2 – 6 months] of loss of job or loss of training/college placement that carries with it the real prospect of a job.

Community care services are needed to enable someone to take up job related training or education opportunities.

## Support Networks, Relationships, Family and Social Roles and Responsibilities

Limited targeted support would help to ensure the longer term sustainability of support networks.

Additional support or changes would help improve the longer term sustainability of support networks [e.g. benefits to fix yourself a break providing respite for carers].

Admission to care or significantly increased level of community care services will be probable in the medium term [e.g. over the next 2 – 6 months] if not addressed.

If community care services are not provided, there is a risk that in the medium term [e.g. 2 – 6 months] the user will be unable to care for dependents and as a result they will then have critical or substantial community care needs.

# LOW RISK

## Criteria . . .

- **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.**

## Examples of circumstances that may indicate low risk

**Intervention of community care services is necessary to ensure someone's safety or to prevent a loss of independence because:**

### Safety

Poor safety awareness poses a limited, intermittent risk to health, safety or well being.

There is a limited or intermittent risk of an accident that would impact on health, safety or independence [e.g. possible susceptibility to falls but limited risk that this would lead to admission to any form of care].

Risk is unlikely to increase significantly in the medium term [e.g. 2 – 6 months].

### Health

Temporary or limited mental health problems affecting ability to look after self but no significant neglect or risks. User's circumstances beginning to affect his/her mental health or that of carer. Risk is unlikely to increase significantly in the medium term [e.g. 2 – 6 months].

There is a limited, or longer term, risk to health or of admission to residential, nursing or hospital care.

There is a gradual deterioration in health.

There is avoidable but limited physical pain or suffering [e.g. need for equipment to improve quality of life].

The risks are unlikely to increase significantly over the next 2 – 6 months.

### Home Environment

The absence of community care services may cause a limited or longer term risk of loss of tenancy/home or loss of ability to look after home.



Risk is unlikely to increase significantly in the medium term [e.g. 2 – 6 months].

### Personal Care and Domestic Routines

Further help is desirable, to improve nutrition, carry out non-routine heavy/awkward cleaning tasks, collect pension, bath, improve mobility within or outside home.

Not providing the above would present no significant threat in short or medium term [over the next six months] to the person's health or continuing independence.

### Support Networks and Relationships

The user's continuing independence would benefit from increased social contact or s/he is at risk of losing social contacts that are important to him/her but not vital to continuing independence.

Admission to care or significantly increased level of community care services may be needed in the longer term if problems not addressed.

### Family and Social Roles and Responsibilities

If community care services are not provided, there is a longer term risk that the user will be unable to care for dependents and as a result they will then have community care needs.