Community Care Services for Adults

Who qualifies for support from Kent Adult Social Services?

www.kent.gov.uk/socialcare
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What is community care?

Community care is the help and support we provide to adults (people aged 18 and over), and those who care for them, so that people can continue to live independently in the community. This help or support can be provided either in people's own homes (wherever possible), or in other care settings such as sheltered or 'very' sheltered housing, or in a care home. People aged 18 and over who may need community care services include those with needs arising from:

- old age and physical weakness
- physical disabilities
- sensory disabilities (problems with your hearing or sight)
- learning disabilities
- mental health difficulties.

Community care support is not always for life because the services we provide can change as the needs of the individual change. For example many people may only need help for a short time (sometimes for a few weeks after coming out of hospital) and are then able to look after themselves without any more help.
Why do we have eligibility criteria?

The demand for community care services in Kent is growing and it is expected to increase in the coming years. At the same time we must provide services within our budget and so cannot provide services to everyone who may want them.

This is why we give priority to providing community care support to people who need it most. For these reasons, we need to be clear about the eligibility criteria. Eligibility criteria are the rules we use to make decisions about who qualifies for help. Community care also takes account of the needs of Carers. A Carer is a person, usually a relative or friend, who provides care on a voluntary basis. We also give priority to people who urgently need support, for example, people who are in a serious crisis.

Is everyone entitled to community care services?

You are entitled to a community care assessment if you have a disability or any social care needs. The type of assessment we carry out will depend on what your needs are. In most cases we will start the assessment within days and complete within a month.

If following the assessment you do not meet the eligibility criteria, then we can still offer you advice and information, but you will need to make your own arrangements and pay for any help you need. If we decide that you are not eligible for help at the moment, you can contact us again if your circumstances change. In any case, please ask us for advice if you are not sure.
How would we respond to your needs?

The first step in getting community care services is to have your needs assessed. This will involve talking to a care manager who will discuss your needs and wishes, so that, with you they can work out what care is right for you. This process is called a community care assessment. If you also have health needs, then a joint assessment will be undertaken with a health professional.

If you are a Carer, you have the right to an assessment of your needs and should be offered a carers’ assessment.

If you would like to have your needs assessed you can contact:

- Kent County Council’s helpline (24 hours a day, 7 days a week) on 08458 247100 (and ask for the County Duty Service) or the ward staff if you are in hospital.

OR

- Use Kent County Council’s online Self-Assessment at www.kent.gov.uk/selfassessment to assess your own care needs or to carry out an assessment on behalf of someone else. By using the online Self-Assessment you can find out immediately if we can help you.

OR

- Get advice and information from other independent and voluntary organisations (details can be found at the end of this booklet).
What happens next?

- We will discuss your needs with you (and your Carer if you have one).
- We will find out your opinions and ideas about the help you need and the kind of services that will best meet your needs.
- We will use the eligibility criteria to decide your level of needs and whether or not you are eligible.
- If you are eligible for help a support plan will be drawn up with your involvement. (A support plan is a written record based on an individual's assessed need that describes the level and type of support we will provide to meet those needs; and the aims and potential outcomes that the help and support being delivered can achieve).

This support plan will set out:

- What your assessed needs are;
- What services/support will be provided or arranged to meet your assessed needs;
- When and how often the services will be provided;
- What these services aim to achieve.

- We will give you a copy of your support plan, and information about who to contact in an emergency or who to contact about the services you receive.
- We will regularly review the services we provide to you, particularly when there are major changes in your situation. The review will usually include an assessment of your needs again. continued overleaf...
If we decide that you are no longer eligible for help, we will put our decision in writing. If you are not eligible for community care services, you may be able to get other kinds of support. We may refer you to other organisations or give you information about other support services.

**Helping you to stay independent**

We are committed to helping people live safely and independently in their own homes, for as long as possible. Care provided in a person's home is known as **domiciliary care**. Once we have assessed your needs, and you meet our eligibility criteria then we can provide the following services to help you remain as active and independent as possible:

- **Direct Payments**
  Direct Payments is money that you can be given to arrange your own care/support instead of us arranging it for you. Direct Payments will give you greater choice and control over your life as you will be able to either employ your own staff or purchase care/support from an agency of your choice. The Kent Direct Payment Support Scheme will help you to manage your Direct Payments.

- **Adaptations to your home**
  For example, grab rails in the bathroom, a stair lift, downstairs toilet or ramped wheelchair access to a property.

- **Specialist equipment**
  For example, special equipment to help you manage day-to-day tasks such as using the WC or bath and getting out of the armchair.
Specialist services for people with sensory difficulties
We provide a range of services for deaf, deaf blind and visually impaired people, including support services such as guide communication, equipment and rehabilitation services, advice, information and counselling.

Day care services
If you find it difficult getting out you might like to join a Day Centre where you can get involved in a wide range of activities to meet your needs.

Recuperative and intermediate care services
These are short-term (usually six weeks or less), intensive services to help you recover quickly after an illness, fall or other crisis. These services can be provided in your own home or in a care home.

Care in your own home
This service is provided by care staff who are trained to help you with your personal care needs such as help with washing, dressing, and getting in and out of bed.

Meals Service
Help with getting meals to be prepared in a person’s home or delivered to the home from a variety of sources.

Short break (or respite) care
These services give you short breaks.

Support in a care home
Should you find that you are no longer able to live at home, even with help, there is a list of homes available.
Employment placement schemes
These schemes help disabled people get training and to find work.

Educational support
This service helps people with disabilities gain skills to enable them to live an active and independent life as possible.

Social skills development
This service helps people with learning disabilities or mental health problems to lead full and active lives.

Support for Carers
For example, support groups for Carers, respite care.

Independent advocacy
This service helps people to get their point of view across to our staff.

Interpreting service
This service provides confidential interpreting support (languages and sign language) to help people use services.

Adult placement scheme
This scheme recruits carers from the general public to provide long-term placements or short-term breaks for people who have a disability.

Mental health services
A broad range of support services is available to help people with mental health problems.
This list covers some of the services that are available. Please contact us even if you require other community care services not included in the list above. Information about the care services available in the Kent area can be found at www.kent.gov.uk/careservices.

Some services are provided by Independent and voluntary providers - these are organisations that provide social care support.

Will I Have to Pay?

There is no charge for an assessment. However if a person goes on to receive services then we may ask them to make a contribution towards the care they receive. We introduced a new charging policy, for home care and other non-residential care services on 22 October 2007. This is called the Domiciliary Charging Policy and details of this can be found on www.kent.gov.uk/socialcare in the rates and charges section.

Any contribution we ask you to make will depend on your financial position. We usually assess your financial situation when we assess your needs, and we will tell you if you need to pay towards the cost of your care. This is called a financial assessment - a process to work out how much someone needs to contribute towards the cost of their care. Some people have a high income or a lot of assets which means they would have to pay for the full cost of their care.
2. The eligibility criteria

Eligibility criteria are the rules we use to make decisions about who qualifies for help.

Eligibility criteria for community care services

We have graded our eligibility criteria into three bands called the critical, substantial and moderate bands. Each of these bands describe the seriousness of risks to your independence.

_We will meet your care needs if they are assessed to fall in any of these bands._

You are eligible for help at the 'critical' level if there is a very serious risk to your independence, health and safety, and/or vital personal care. In other words, you have health and/or disability and/or mobility needs that very seriously threaten you and your independence is affected in a very significant way unless help is provided.
Critical - when:

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.
You are eligible for help at the ‘substantial’ level if there is a serious risk to your independence. In other words you have health and/or disability and/or mobility needs that seriously threaten you and your independence is affected in a significant way unless help is provided.

**Substantial - when:**

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 social roles and responsibilities cannot or will not be undertaken.
You are eligible for help at the ‘moderate’ level if there is a moderate risk to your independence and your independence is restricted unless help is provided.

Moderate - when:

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.

If your needs are assessed as low and do not fall in the three bands, then we will advise you and provide information and suggestions of other services or organisations that can help you.

Please note that this is the agreed eligibility criteria for Adult Social Services. Elected Members will review the bands of the eligibility criteria every year.
3. Help and information

What to do if things go wrong

If you have any problems or worries about the community care services you receive, or you are not happy with any aspect of this booklet and how it affects you, you can contact your local office. Please see opposite for contact details.

If you are not satisfied with the service or with our decision, you have a right to make a complaint. You can find more information in the leaflet called "Comments, Complaints, Compliments" which is available from our Contact Centre on 08458 247100.

Leaflets and more information

You can find information about our services on Kent County Council's website at www.kent.gov.uk/socialcare, or contact your local office.

The Better Care Higher Standards Charter (a Kent charter for long-term care) provides information and the standards you can expect from us.

All of our leaflets are available through our Contact Centre on 08458 247100, and are also available on our website at www.kent.gov.uk/publications.
How to Contact Kent Adult Social Services

Swale, Canterbury, Thanet
Ashford, Shepway & Dover

East Kent Area Office
Brook House
Reeves Way
John Wilson Business Park
Whitstable
CT5 3SS
Tel: 01227 598500
Fax: 01227 598505

Dartford, Gravesham,
Maidstone, Sevenoaks,
Tunbridge Wells &
Tonbridge & Malling

West Kent Area Office
17 Kings Hill Avenue
West Malling
ME19 4UL
Tel: 01732 525000
Fax: 01732 525309

Headquarters
Brenchley House
123-135 Week Street
Maidstone
ME14 1RF

For assistance, enquiries, contacting your local office, requesting publications, County Duty Service, or making a complaint please contact our Contact Centre by:
Tel: 08458 247100
Text Phone: 08458 247905

For urgent advice or assistance outside of working hours, which cannot wait until the next working day contact our Out of Hours Team:
Tel: 08457 626777
Help from other organisations

There are a number of voluntary organisations in Kent who can give you help and advice. Some of these provide help and advice for people with specific disabilities or problems such as the Alzheimer's Disease Society or the British Diabetic Society. Others are more general organisations, and are usually listed in the phone book, or you can contact your local office.

Some of the organisations to contact for information and help are shown below.

Support for Carers

- Crossroads for Carers  
  www.crossroads.org.uk
- Carers UK  
  www.carersuk.org
- Princess Royal Trust for Carers  
  www.carers.org
- Kent County Council  
  www.kent.gov.uk/carers  
  www.kent.gov.uk/youngcarers
Support for Older People

- Age Concern  
  www.ageconcern.org.uk
- Action on Elder Abuse  
  www.elderabuse.org.uk
- Alzheimer’s Society  
  www.alzheimers.org.uk
- Help the Aged  
  www.helptheaged.org.uk

Other Organisations and Support

- Care Quality Commission (responsible for the inspection and registration of care homes, domiciliary agencies and independent health care establishments)  
  www.cqc.org.uk
- Department of Health  
  www.dh.gov.uk
- Citizens Advice  
  www.citizensadvice.org.uk
- National Centre for Independent Living  
  www.ncil.org.uk
- Dial Kent  
  www.dialkent.org.uk
If you would like to request further copies of this publication or enquire about our range of leaflets please email us at socialservices.leaflets@kent.gov.uk or telephone us on 08458 247100 or write to us at:

Kent Adult Social Services Leaflets
Contact Centre
Invicta House
County Hall
Maidstone
ME14 1XX

Our leaflets are also available in other languages, in large print, in braille and on tape.