

Who qualifies for support?

This leaflet explains how we consider if you are eligible for care and support under the Care Act 2014



**care and
support
& you**

All councils across England must apply the national minimum threshold for eligibility for care and support as set out in the Care Act 2014. As part of your assessment, we will consider whether you meet the three conditions set out in the Act, all of which must be met for a person's needs to be eligible for care and support from the council.



We always recommend you approach the council for an assessment, no matter what your circumstances or financial situation. Having an assessment is free of charge and it can help you and others understand your needs better and will help you think through the options.

Even if you're not eligible for support from the council, we will always give you information and advice tailored to your circumstances and let you know if there are any other services which may be able to help you. We will always aim to support you to stay in your own home, living independently, for as long as possible.

Supporting you to do more for yourself, can help to improve your quality of life and may help reduce the cost of your care and support.

Understanding your needs

Anyone has the right to ask for an assessment regardless of their financial situation, as long as:

- you appear to have care and support needs because of a physical or mental condition or impairment;

- are aged 18 or over and are moving from children's services to adult services; and
- are a resident in the London Borough of Richmond Upon Thames.

An assessment is simply a conversation that will help us understand what help and support you might need to cope with life on a day to day basis and live independently in your own home. It is also an opportunity to get information and advice about local services and to consider how to prevent your needs from getting worse.

An assessment usually involves a chat over the phone, followed by a visit in your own home and we're very happy for you to have a friend, relative or carer with you. If you are in hospital, we will try to talk to you before you are discharged to discuss what help you might need in the home whilst you are recovering.

What will we talk about?

- what you can do for yourself and your ambitions
- your own strengths, gifts and talents
- your support network and local community
- what you want to change
- any support you currently receive
- any caring responsibilities you have for others
- day-to-day activities, such as preparing food, cleaning and shopping
- managing paperwork and your finances
- mobility and moving around





- personal care (eating, dressing, washing, etc.)
- safety and risks
- social relationships and activities
- work, training, education and volunteering
- your health conditions and disabilities
- your living situation
- any medication you have to take
- your mental health and wellbeing.

How we decide if you are eligible

The Care Act introduced a national eligibility threshold in April 2015 which is made up of the three criteria listed below, ALL of which must be met for a person's needs to be eligible for care and support.

Condition 1: Your needs are due to a physical or mental impairment or illness, including physical, mental, sensory, learning or cognitive disabilities or illnesses, brain injuries or substance misuse.

You won't qualify if they are caused by something else that isn't a physical or mental impairment or illness.

Condition 2: As a result, you are unable to achieve two or more of the outcomes specified in the Care Act, such as:

- being able to prepare your own meals
- getting around your home safely
- washing yourself
- maintain good relationships with family and friends
- accessing and engaging in work, training, education or volunteering
- being able to make use of your home safely
- being appropriately clothed
- carrying out any caring responsibilities you have for a child
- developing and maintaining family or other
- maintaining a habitable home environment
- maintaining personal hygiene
- making use of necessary facilities or services in the local community including public transport, and recreational facilities or services
- managing and maintaining nutrition
- managing toilet needs
- personal relationships.

All of these outcomes are equally important.

Condition 3: As a consequence of being unable to achieve these outcomes, there is, or is likely to be, a significant impact on your wellbeing?



'Wellbeing' is a broad concept with no single definition. It depends on the individual, their circumstances and what is important to them, and it relates to the following areas in particular:

- being involved in the community
- control over day-to-day life (including care and support and the way it is provided)
- domestic, family and personal areas
- participation in work, education, training or recreation
- personal dignity (including being treated with respect)
- physical and mental health and emotional wellbeing
- protection from abuse and neglect
- social and economic wellbeing
- suitable living accommodation.

All of these areas of wellbeing are equally important.

What happens next?

At the end of the assessment process we will tell you if you are eligible for care and support. If you are eligible for help from the council, we will use the information you have given us during the assessment to work out roughly how much it will cost to support your needs.

If you have any eligible needs that are not being met already, we will agree an amount of money that is sufficient to meet your assessed care and support needs. We call this a Personal Budget.

What if I'm not eligible?

If you are assessed as not having eligible care and support needs at this time, we will:

- inform you of this decision and explain why
- provide information and advice about other sources of support, local organisations and voluntary sector services that might be

helpful in your situation

- give you a contact number so you can get in touch again if your circumstances change
- advise you who to contact if you are unhappy or disagree with our decision.

We will put all of this in writing to you.



Who pays for care and support?

Most people have to pay something towards the cost of their care and support. What you pay will depend on your individual circumstances and the kind of care and support you need, who provides it and how often you need help.

Your financial assessment will help us decide if we can help pay for your care and work out how much, if anything, you will have to pay towards the costs and identify any benefits you may be entitled to.

What if I'm unhappy with the outcome of my assessment?

If you're unhappy with the process, your assessment, care and support plan or personal budget we want to hear about it as soon as possible. We recommend that you speak to your social worker in the first instance. If you can't come to an agreement, you can let us know in writing what you are unhappy about and why you think the process has been unfair or inaccurate.

Once we have heard from you, we will look at your concerns and may contact you to discuss the issue. We will always respond to you in writing. If you are still not satisfied, you can use our complaints procedure.

Our contact details

Monday to Friday 9am to 5pm

Telephone: 020 8891 7971

SMS Phone: 07903 738043

Email: adultsocialservices@richmond.gov.uk

Website: www.richmondcareandsupport.org.uk

Write to us at:

London Borough of Richmond Upon Thames Council
Adult Social Care
Civic Centre
44 York Street
Twickenham
TW1 3BZ

For information on local
services please visit CarePlace
www.careplace.org.uk



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