

## Moderate or Low levels of need:

If your level of need falls into the Moderate or the Low category, help and support may still be available - particularly if there might be deterioration in your health or circumstances.

These preventive services focus on keeping you active, healthy and independent for as long as possible. They include:

- Help with small repairs
- Help to avoid falls (one of the biggest causes of hospital admission)
- Exercise programmes
- Foot care
- Help with shopping or access to a frozen meals service
- Small items of equipment to help you stay independent
- Day-time support
- Community and leisure activities
- Benefits advice

Your practitioner can arrange for you to be referred on to one or more of these services if appropriate, and will provide information about others that you can approach yourself.

We will keep a record of your details when you use preventive

services, so we can check how you are getting on and whether they are still meeting your needs

## What if your circumstances change?

If there is a significant or sudden change in your health or circumstances, you may ask for a reassessment. We will then go through the same process to identify your needs and agree a new care plan.

## What to do if you are dissatisfied with the outcome of this process?

If you are unhappy about the scoring you were given on the eligibility criteria grid, in the first instance please contact your practitioner who will endeavor to resolve the issue. If this is not possible they will explain how you can take the matter further.

**For general comments, queries or complaints please contact the EOL Team.**

Alternative formats of this publication can be made available on request. These include other languages, large print, Braille, audio cassette, computer disk or e-mail

For further information about a range of prevention services or for leaflets about how to get an assessment, **please contact the EOL team on:**

**By email:** endoflife.team@oxfordshirepct.nhs.uk

**By phone:** 01235 205481

**By fax:** 01235 205781

**By post:** Oxfordshire PCT  
EOL Team  
Abingdon Hospital  
Marcham Road, Abingdon OX14 1AG

## Useful phone numbers

Cherwell District Council	01295 252535
Oxford City Council	01865 249811
South Oxfordshire District Council	01491 823000
Vale of the White Horse District Council	01235 520202
West Oxfordshire District Council	01993 861000
Age Concern Oxfordshire	01235 849400
Help the Aged	08088 006565
Alzheimer's Disease Society	01865 556469
Dialability	01865 763600
Direct Payment Information and Advice Service	01865 728994
Benefits enquiry line	08456 042757
Oxfordshire Community Care Rights	01235 550888
Oxfordshire Chinese Community and Advice Centre	01865 204188

## Local Carers' Centres:

Oxford	01865 205192
South and Vale	01235 510212
North and West Oxon	01295 264545
Carers UK	02074 908818

As required by the Data Protection Act 1981. I am letting you know that Oxfordshire County Council will retain all the information you supply to us. This information will be used when managing your care. Where necessary, we may share this information with other agencies and organisations.

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# FAIR ACCESS TO CARE SERVICES

A guide to eligibility for adult social care in Oxfordshire, including preventative services



INVESTOR IN PEOPLE

## What is 'fair access to care services'?

Oxfordshire's social services are run by part of the county council - the Directorate for Social and Community Services.

We follow Government guidance, called **Fair Access to Care Services**, which has been issued to councils across the country. The aim is to make sure all decisions on who receives care and support are made fairly, openly and consistently.

Decisions must be reached only after looking carefully at what each person needs, whatever their age, gender, race, religion, illness, disability, or living or care arrangements.

This means each council has to set criteria to make sure help is allocated fairly and to those in greatest need.

Some things are not covered by **Fair Access to Care Services**. These include freedom passes, blue badges and disabled facilities grant.

Oxfordshire **NHS**  
Primary Care Trusts

**OXFORDSHIRE**  
COUNTY COUNCIL  
www.oxfordshire.gov.uk

## How are decisions made?

If we are asked to help you, we first have to assess your:

- Health and safety, including your vulnerability to harm, abuse and neglect
- Ability to manage daily routines involvement in family and community life
- Ability to exercise choice and control over your surroundings (such as providing equipment to make your home more accessible or safer, and enabling you to do things for yourself)

Threshold for Services



## Fair Access to Care Services Eligibility Grid

<b>RISK Domain</b> (Linked to FACE Assessment Tool) 1-5 linked to Service Users	<b>Critical:</b> Risk of major harm to a person or major risks to independence	<b>Substantial:</b> Risk to independence harm or danger may occur either now or in the next 3 months	<b>Moderate:</b> Risk to independence/harm or danger either now or in the next 12 months	<b>Low:</b> Promoting a person's quality of life or low risk to independence
<b>Levels of Prevention</b>	<b>Level 3</b>	<b>Level 3</b>	<b>Level 2</b>	<b>Level 1</b>
<b>1. Physical Health</b>	A person's life is at immediate risk	The individual needs extensive care and support either time limited/ongoing/intermittent	The person is frail or has a medical condition, but can make needs known and ask for appropriate assistance when needed.	Person can make needs known ask for / arrange appropriate help when required
<b>2. Psychological Well being</b>	Serious acute mental breakdown or severe, enduring mental health problems	Risk of or episodes of mental health problems	Mental health problems are currently stable, but at risk of decline	Mental health has remained stable for over 11 months
<b>3. Activities of Daily Living</b>	There is or will be an inability to carry out essential personal care or domestic routines	The individual needs support to regain their independence, abilities or role	There is or will be, an ability to carry out some personal care or domestic routines	There is or will be an ability to carry out non essential personal care or domestic routines
<b>4. Interpersonal Relationships</b>	The person is socially isolated and /or is involved in an inappropriate / harmful relationship, causing imminent risk/danger	The person is likely to become socially isolated. Current relationships are in danger of breaking down.	Relationships stable at present. The person will seek support if necessary	Relationships are currently stable
<b>5. Social/Environmental Circumstances</b>	Accommodation presents a grossly hazardous environment or person is homeless. Environment prevents person from accessing local amenities	The environment is likely to deteriorate without intervention, causing hazards to the person	Current environments has some risks, but the person will seek support as required	Environment is currently stable
<b>6. Carers</b> To consider the sustainability of the caring role	Life may be threatened. Or have or may develop significant health problems. Or involvement in employment education or other responsibilities is at risk. Or caring relationship has broken down	Carer is in need of support to stay healthy, and / or to maintain their employment, education and other responsibilities. Risk of breakdown in the caring relationship	Carer is managing, but has occasional difficulties or has limited support networks	Carer knows where and how to seek support as necessary

## What happens following an assessment?

### Critical and Substantial levels of need:

If your level of need falls into the Critical or the Substantial category, we will provide the services necessary and aim to reduce risk as far as possible.

We will appoint a practitioner to work with you (and your carer, if applicable) to agree a care plan. This will show what services you will receive, how those will meet your needs and minimise any risks, and how they will be delivered.

You will then be assessed to see if you need to contribute to the cost of the care and, if so, how much you will have to pay.

Your situation will be reviewed within three months to make sure the care plan is working well, then at least annually afterwards.

Reviews mean we can see if there have been any changes in what you need, whether you are still eligible for services and whether the care plan is doing what it set out to achieve. They also help us monitor the quality of the services being provided.