



Inverclyde Health and Social Care Partnership
Draft Eligibility Criteria Policy
Adult and Young Carers

January 2018

The Inverclyde Carers and Young Carers Eligibility Criteria has been developed and agreed in consultation with Carers and Young Carers living in Inverclyde.

Inverclyde
council

NHS
Greater Glasgow
and Clyde

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1. Introduction

The Carers (Scotland) Act 2016 comes into effect on 1 April 2018. The Act is designed to support carers' health and wellbeing and help make caring more sustainable. The Act requires that local authorities have an information and advice service for carers which provides information and advice on, amongst other things, emergency and future care planning, advocacy, income maximisation and carers' rights.

The Act requires that all Carers have the right to an Adult Carers Support Plan or a Young Carers Statement which sets out an adult or young carers personal outcomes, identify needs (if any) and the support (if any) to be provided by the responsible authority. There is a duty for local authorities to provide support to carers where the identified needs meet the local eligibility criteria.

2. What are Eligibility Criteria?

Each local authority is required to set its own eligibility criteria for adult and young carers. The local eligibility criteria will assist the local authority to achieve a fair, consistent and transparent approach to available resources as effectively and efficiently as possible.

Eligibility Criteria is defined in the Act as:

“The criteria by which the local authority must determine whether it is required to provide support to carers to meet carers' identified needs”.

The criteria must include the information and indicators used to assess need and the locally-defined threshold at which a carer would be deemed eligible for support. This policy applies to all adult and young carers.

Eligibility criteria assist the local authority to achieve a fair, consistent and transparent approach to the allocation of limited resources; ensuring that they are targeted to adult and young carers in greatest need of support.

3. Risk and Urgency

Eligibility criteria recognise urgency and risks as factors to determine eligibility for social care support services. This allows Inverclyde HSCP to deploy finite resources specifically on the basis of those with greatest risk and need. The type and level of support in response to the level of risk and urgency can vary as this will be individual to each carer's circumstances. Some areas of risk will call for immediate provision of one off or targeted social care support; other circumstances may require ongoing, longer term support which requires regular review.

4. Early Intervention and Prevention

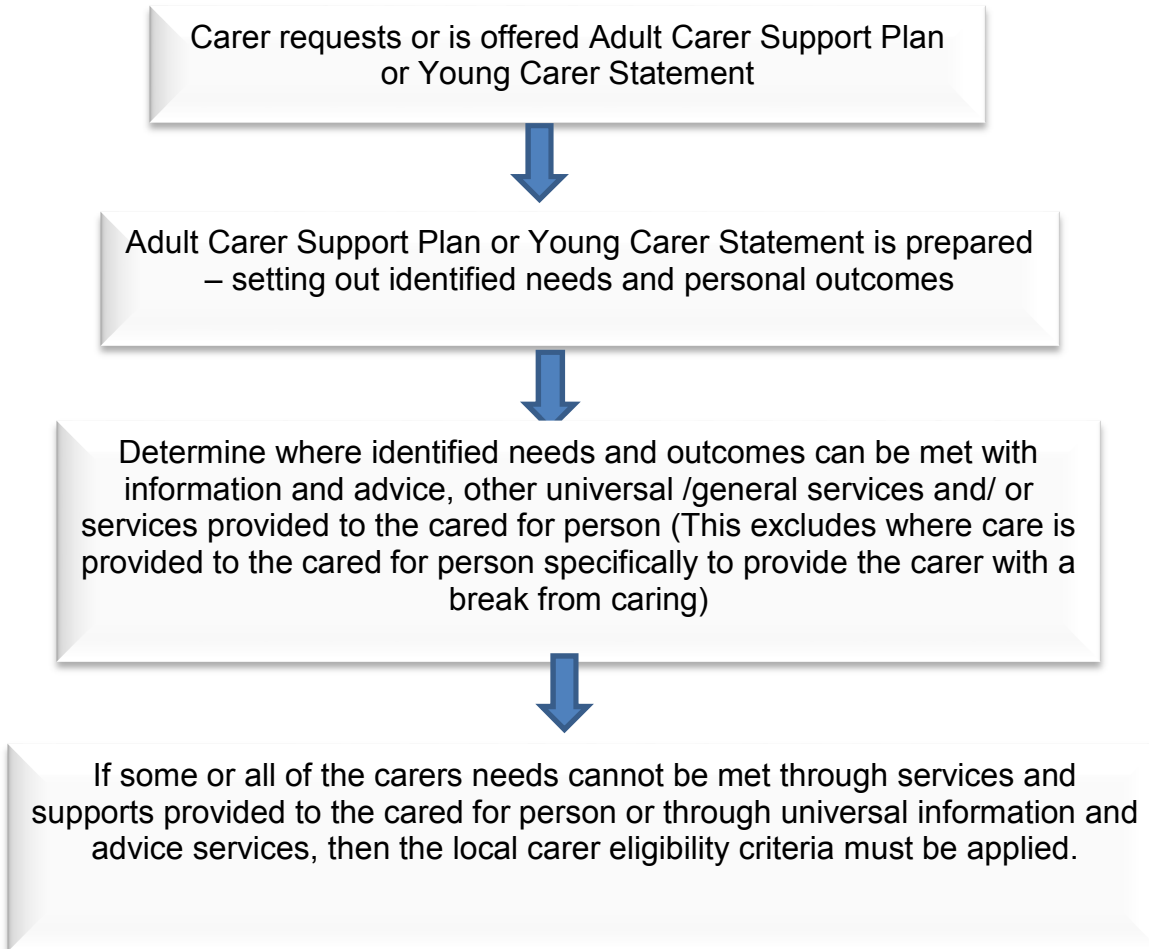
There is also recognition of the effectiveness of low-level interventions that can effectively reduce or prevent the level of urgency and risk from escalating. Support is not only given to meet needs based on the current impact of caring but there should also be consideration as to any foreseeable, likely risk of deterioration in the carer's circumstances health or their caring situation. Consideration should be given to the carers own personal assets such as knowledge, skills and personal resources; wider support assets such as extended family members, friends and peers; or community assets such as locally available groups or clubs to meet carer outcomes defined in the Adult Carer Support Plan or Young Carer Statement. This will ensure that we support best value relative to the public purse when applying eligibility criteria.

5. Applying Eligibility Criteria

The Act imposes a duty on Inverclyde HSCP to ensure that support is given to eligible carers to meet their identified outcomes and needs. This guidance outlines how the process is applied.

Staffs are required to work collaboratively with carers through a chronological process prior to applying the carer eligibility criteria. In a situation where a Carer has fluctuating needs, these should be considered over an appropriate period of time before determining the eligibility criteria.

Application of Eligibility Criteria – Chronology



6. Table of Indicators/Risk Matrix

This table of indicators and risk matrix (**Appendix 1**) reflects the five categories of risk detailed in the Scottish Government National Eligibility Criteria Framework for Carers and dovetails with the *Inverclyde HSCP Outcome Focussed Eligibility Criteria Procedure*. Applying the eligibility criteria seeks to address the severity of the risks placed on the carer and the urgency of the intervention required in response to that defined risk. The type of services that follow are defined below in the Eligibility Criteria Threshold Triangle

7. Supporting Eligible Needs

If it is determined that any of the outstanding needs meet the defined eligibility criteria threshold, then Inverclyde HSCP has a duty to provide support.

The carer is then given the option to decide how they would prefer to arrange their support from the four self-directed support options, enabling carers to control how allocated funding is spent on their outcome focussed support.

Option 1 - choosing to have a direct payment;

Option 2 - directing the available support;

Option 3 – Inverclyde HSCP arranging support on behalf of the carer; or

Option 4 – a mixture from the above options.

Carers will be fully involved in each stage of the process and in all decision making and will complete an Adult Carer Support Plan or Young Carer Statement to identify needs and outcomes; the level of

impact and risk to the carer on maintaining a life alongside caring and continuing in the caring role; the actions or interventions required to improve or maintain the situation and how this will be achieved.

8. Measuring Impact

Regular reviews of Adult Carer Support Plans will:

- determine how far the support provided has enabled the carer or young carer achieve their identified outcomes as set out in the outcomes, set out in the Adult Carer Support Plan or Young Carer Statement;
- re-assess the carers circumstances and identify any additional needs and outcomes;
- determine whether there is continued eligibility for support;
- update, amend or close elements of the Adult Carer Support Plan or Young Carer Statement;
- confirm how effective breaks from caring including short breaks and replacement care are contributing to the carers ability to continue in their caring role

Table of Indicators/Risk Matrix

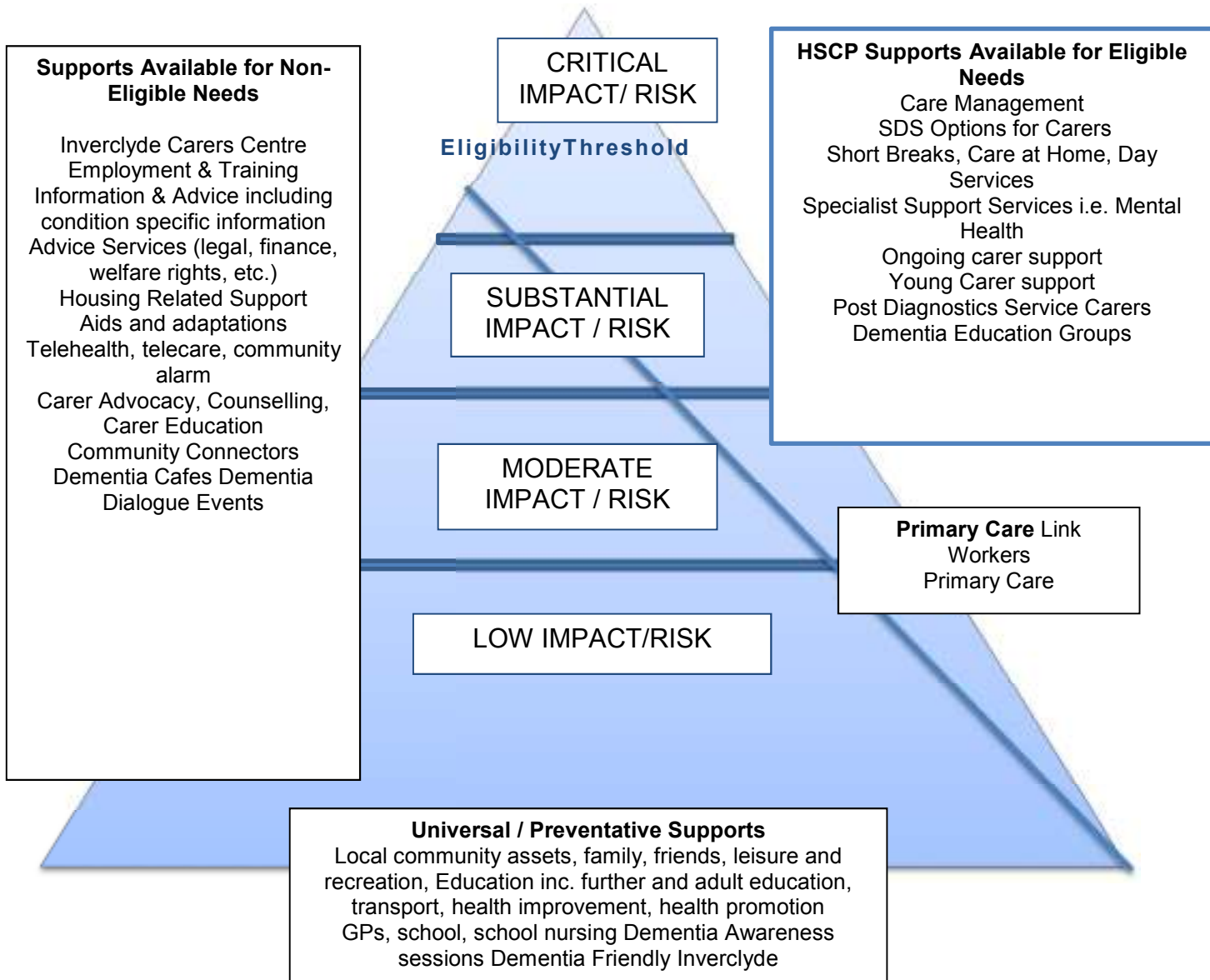
| RISK | | | | |
|-------------------------------|--|---|--|--|
| | <p>Caring has no impact No Risk</p> <p>No issues resulting from the caring situation and at this moment no need for support or advice.</p> | <p>Caring has low impact Low Risk</p> <p>Low impact on quality of life and/or ability to care.</p> | <p>Caring has moderate impact Moderate Risk</p> <p>There are moderate risks to the carers ability to continue in their caring role</p> | <p>Caring has substantial impact Substantial Risk</p> <p>There are significant risks to the carers ability to continue in the caring role and/or serious relationship breakdown between carer and cared for person</p> |
| | <p>Caring has critical impact Critical Risk</p> <p>There are critical risks on the carers ability to continue in the caring role such as major health difficulties; life threatening harm or danger to carer and/or cared for person</p> | | | |
| POTENTIAL ACTIONS AND SUPPORT | | | | |
| | <p>Self Management of emergency & long term planning Signposting for future</p> | <p>May be some need for universal and/or preventative support or advice. Signpost/ refer to carer support /education / advice</p> | <p>May call for provision of some health and social care services to prevent further escalation Targeted support/ advice carer education</p> | <p>Likely to require urgent provision of health and social care services. Likely to be a need for immediate and/or provision of more targeted social care Supports to resolve the immediate crisis. There may be ongoing action and long term planning to avoid the carer reaching this level of risk in future.</p> |

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|--------------------------------------|--|---|--|---|--|
| <p>Health & Wellbeing</p> | <p>Carer in good health</p> <p>Carer has good emotional wellbeing.</p> | <p>Carer's health beginning to be affected</p> <p>Caring role beginning to have an impact on emotional wellbeing</p> | <p>Carer's health at risk without intervention.</p> <p>Some impact on carer's emotional wellbeing</p> <p>Carer able to manage some aspects of caring and family/domestic roles posing some risk of breakdown to own health</p> | <p>Carer has health need that requires attention</p> <p>Significant impact on carer's emotional wellbeing</p> <p>Carer has significant health difficulties due to impact of their caring role causing significant harm or risk of danger</p> | <p>Carer's health is breaking/has broken down</p> <p>Carer's emotional wellbeing is breaking/has broken down</p> <p>Major health difficulties due to life threatening harm or danger</p> |
| <p>Relationships</p> | <p>Carer has a good relationship with the person they care for and are able to maintain relationships with other key people in their life</p> <p>Carer able to manage most aspects of family and work responsibilities</p> <p>Relationship between client and carer by limiting aspects of the caring role</p> | <p>Carer has some concerns about their relationship with the person they care for and/or their ability to maintain relationships with other key people in their life</p> <p>Carer able to manage most aspects of family and work responsibilities</p> <p>Relationship is maintained between client and carer by limiting aspects of the caring role</p> | <p>The carer has identified issues with their relationship with the person they care for that need to be addressed and/or they find it difficult to maintain relationships with other key people in their life</p> <p>Relationship between carer and service user under strain at times limiting some aspects of the caring role or creating some risk of relationship breakdown</p> | <p>The carer's relationship with the person they care for is in danger of breaking down and/or they are no longer able to maintain relationships with other key people in their life</p> <p>Significant risk of breakdown in relationship between carer and service user and carer is unable to sustain many aspects of caring role</p> | <p>The carer's relationship with the person they care for has broken down and their caring role is no longer sustainable and/or they have lost touch with other key people in their life</p> <p>Complete breakdown in the relationship between service user and carer and carer is unable to continue in their caring role</p> |

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|---------------------------------------|--|--|---|---|--|
| <p>Living Environment</p> | <p>Carer's living environment is suitable, posing no risk to the physical health and safety of the carer and cared for person</p> | <p>Carer's living environment is mostly suitable but could pose a risk to the health and safety of the carer and cared for person in the longer term.</p> <p>Carer able to manage most aspects of caring and domestic role and responsibilities</p> | <p>Carer's living environment is unsuitable but poses no immediate risk.</p> | <p>Carer's living environment is unsuitable and poses an immediate risk to the health and safety of the carer and/or cared for person.</p> | <p>Carer's living environment is unsuitable and there are immediate and critical risks to the health and safety of the carer and/or cared for person</p> |
| <p>Employment and Training</p> | <p>Carer continues to access employment, education training or chooses to remain at home in unpaid work and has no difficulty in managing caring and employment and/or education</p> | <p>Carer has some difficulty managing caring and employment, education and training. There is a small impact on sustaining employment and/or education in the long term</p> <p>Carer able to manage most aspects of family and work responsibilities</p> | <p>Carer has some difficulty managing caring and employment, education and training. There is a risk to sustaining employment and/or education in the medium term</p> | <p>The carer is missing employment/education and training and there is a risk of this ending in the near future</p> <p>Unable to manage many aspects of their caring, family or employment responsibilities</p> | <p>Carer is at significant risk or has had to give up employment/education/training</p> |

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|-------------------------------|--|---|--|---|--|
| <p>Finance</p> | <p>Caring is not causing financial hardship, e.g. carer can afford housing costs and utilities</p> | <p>Caring is causing a risk of financial hardship e.g. some difficulty meeting housing costs and utilities</p> | <p>Caring is causing some detrimental impact on finances e.g. difficulty meeting either housing costs OR utilities</p> | <p>Caring is having a significant impact on finances e.g. difficulty meeting housing costs AND utilities</p> | <p>Caring is causing severe financial hardship e.g. carer cannot afford household essentials and utilities, not meeting housing payments</p> |
| <p>Life balance</p> | <p>Carer has regular opportunities to achieve the balance they want in their life. They have a broad choice of breaks and activities which promote physical, mental, emotional wellbeing</p> | <p>Carer has some opportunities to achieve the balance they want in their life. They have access to a choice of breaks and activities which promote physical, mental, emotional wellbeing</p> | <p>Due to their caring role, the carer has limited opportunities to achieve the balance they want in their life. They have access to a few breaks and activities which promote physical, mental, emotional wellbeing</p> | <p>Due to their caring role, the carer has few and irregular opportunities to achieve the balance they want in their life. They have little access to breaks and activities which promote physical, mental, emotional wellbeing</p> | <p>Due to their caring role, the carer has no opportunities to achieve the balance they want in their life. They have no access to breaks and activities which promote physical, mental, emotional wellbeing</p> |
| <p>Future Planning</p> | <p>Carer is confident about the future and has no concerns</p> | <p>Carer is largely confident about the future but has minor concerns</p> | <p>Carer is not confident about the future and has some concerns</p> | <p>Carer is anxious about the future and has significant concerns</p> | <p>Carer is very anxious about the future and has severe concerns</p> |

Eligibility Criteria Threshold – Tiered Services



Outcomes for Carers

Link between Carer Outcomes and SHANARRI indicators.

This table identifies how the national outcomes for Carers link to the SHANARRI 8 indicators of Wellbeing which are used for all service users and will allow for performance reporting across service user groups.

The 8 SHANARRI indicators are: Safe, Healthy, Active, Nurtured, Achieving, Respected, Responsible and Included

| <i>Carer Outcomes</i> | <i>SHANARRI Indicators</i> |
|---|--------------------------------|
| <i>Health & Wellbeing</i> | Healthy Active |
| <i>Living Environment</i> | Safe Nurtured |
| <i>Relationships</i> | Safe Healthy Nurtured |
| <i>Employment & Training</i> | Active Achieving |
| <i>Finance</i> | Included |
| <i>Life Balance</i> | Active Achieving Respected |
| <i>Future Planning</i> | Respected Responsible Included |