

Fair Access to Care Services Consultation

Your chance to tell us your views



Stockton-on-Tees
BOROUGH COUNCIL

Passionate
about people



This booklet contains important information about proposed changes to the eligibility criteria (rules) for receiving adult social care services

Stockton-on-Tees Borough Council is **thinking** about changing the way we decide who should receive adult social care services. Before any changes are made, we want to hear the views of the public and people who already use our services. We are holding a consultation period between Tuesday 1st June – Friday 27th August 2010.

This booklet:

1. Explains why we are **thinking** about possible changes to the eligibility rules for adult social care
2. Explains what the changes maybe
3. Explains the Fair Access to Care criteria and how social care services in Stockton currently decide who is eligible for services.
4. Explains how you can have your say

1. Why are we proposing changes?

We need to consider making changes to how we provide adult social care services because:

- People are living longer and there will be more people who need care and support in the future
- We need to consider targeting our resources on those with the most severe and complex needs
- This would also allow us to re-invest some money into community services that will be available for all in the community. This would promote independence and enable people to live in the community for longer.

2. What are the proposed changes?

A range of social services for adults with assessed needs are provided either direct by the Council, by an independent organisation, or by providing money to the person to help them pay for services they need.

Everyone who thinks they may need some help can contact the Council and speak to the First Contact Team. They are then assessed to see what their level of need is.

As part of a 'needs assessment' we look at whether the person is able to live safely and independently at home.

The different 'levels of need' have been decided by the government and are called **Low, Moderate, Substantial** and **Critical**. People who receive social care as known as 'clients' or 'service users'.

At the moment, in Stockton we provide social care for people who have **Moderate, Substantial** and **Critical** needs.

We are thinking about changing the rules so that people with the greatest needs receive the most help. This change would mean that we would provide social care services to those with **Substantial** and **Critical** needs **only**.

Those with **Moderate and Low** needs would be directed to other services available in the community, such as luncheon and friendship clubs, carer organisations and other voluntary groups.

If the proposed change went ahead, we could provide more money to help these community services.

If you are already receiving help we would look **carefully** at your situation. **We will not withdraw services unless it is safe to do so**. A re-assessment would be undertaken to review your level of need and we would discuss with you your future options around care and support.

3. What happens at the moment?

Everyone who applies to receive social services has their individual circumstances considered using a standard process.

We closely follow Department of Health guidance about eligibility which is designed to make the process the same nationally. It is also used to introduce fairness between different groups of clients.

Those things that you think you need help with are called 'presenting needs'.

To find out if the help you need is our responsibility we assess your circumstances to see if you are what the guidance terms as 'eligible'. Any needs that the Council is responsible to help you with are called 'eligible needs'.

How do we work out if your needs are eligible?

We have to assess people's circumstances and consider with them (and their carer if they wish) what risks there may be to:

- Health
- Safety
- Independence
- Daily routines
- Involvement in family and community

We must then place these risks in one of four bands: Low, Moderate, Substantial, or Critical. The criteria for each of these bands are as follows¹:

Critical - this is when:

- Life is, or will be, threatened; and/or
- Significant health problems have developed or will develop; and/or

¹Information taken from '*Prioritising need in the context of Putting People First: A whole system approach to eligibility for social care*'. Department of Health

- 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.

Substantial - this is 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
- Involvement in many aspects of work, education or learning cannot or will not be sustained and/or
- The majority of social support system 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.

Moderate - this is 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

Low - this is when:

- 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 can not 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.

How is it decided which band to place needs in?

The guidance states what level of need fits into which band. For example, if there is an immediate threat to life, health, vital involvement in work or family responsibilities or an inability to carry out vital personal care, such needs would be critical and would receive the highest priority.

Where most aspects of choice and control, personal care needs, ability to engage in work, education, family roles etc are affected, needs would be in the substantial band.

Where several of the things outlined above are affected, needs would be in the moderate band.

Where one or two aspects of life are involved and are not a risk to health, safety or independence these needs would fall in to the low band.

The person being assessed (and their carer if they wish) will be involved in the assessment. Their view of how things affect them will be important and will be taken into account when deciding which band their needs fit into.

Fair Access to Care Survey

If you would like to complete the following survey, pull out the survey, fill it in and please return it using the pre-paid envelope by **Friday 27 August 2010**.

If you have any questions on the survey please ring the consultation helpline on 01642 524700.

Confidentiality

Your answers to this questionnaire and any other comments you make are strictly confidential. Your name and any other personal details will not be associated with any comments you make.

All the views gathered during the consultation will be brought together and a report will be presented to the Council's Health Select Committee in the Autumn.

How strongly do you agree with the idea of changing the eligibility rules for social care services so that some of the savings can be re-invested in community services that are available for all?

Please tick (✓) one box

Strongly agree

Agree

Neither agree
nor disagree

Disagree

Strongly
disagree

No opinion/
Don't know

Please tell us why you feel this way below.


.....

.....

.....

.....

.....



If the Council did make the change, what sort of community based services would you most like to see?

Please tick (✓) up to 5 of the services listed.

- Sitting or short break services
(Sometimes known as respite services)
- Meeting People ('Drop in' / social activities)
- Day Care
- Help getting to appointments
- Transport
- Shopping
- Cleaning
- Laundry
- Prescription Collection
- Money Collection
- Advice and information

If there are any other services you would like to see, please write them below.

.....

.....

.....

.....

.....



About you

In order to help us to analyse your views more effectively, please provide us with the following information.

Please provide your Postcode

Are you a: Client Carer Other

If other please state:

.....

Gender Male Female

What is your age? Under 18 18-29 30-39
40-49 50-59 60-69
70-79 80+ Prefer not to say

Which of the following groups best describes you?

White

British Irish Any other white background

Mixed

White and Black Caribbean White and Black African White and Asian Any other mixed background

Asian or Asian British

Indian Pakistani Bangladeshi Any other Asian background

Black or Black British

Caribbean African Any other black background

Chinese or other ethnic group

Chinese Any other ethnic background If other, please state:



Results of the consultation

If you would like to receive copies of the consultation results, please let us know your name and contact details. We will use your personal details only to enable us to provide you with the results of the consultation. This information will be kept separate from your answers to the questionnaire and any other comments you make.

Name:

Address:

.....

.....

Email address:


Thank you for taking the time to let us know your views.

Please remember to return the questionnaire in the enclosed pre-paid envelope as soon as possible or by **Friday 27 August 2010**.

By completing this survey you are giving Stockton-on-Tees Borough Council the authority to retain the enclosed information for research purposes. The information you give on this survey will be used to inform the review of Fair Access to Care Services. The consultation results will be brought together in an anonymised format and a report will be presented to the Council's Health Select Committee in the Autumn.

Your personal details such as your name and address will not be disclosed to anyone other than data input staff, and will only be used to provide you with the results of the consultation.

Stockton-on-Tees Borough Council is the Data Controller for the purposes of the Data Protection Act. If you want to know more about the way the Authority will use this information, please contact the Director of Law and Democracy, C/O Peter Mennear, Stockton-on-Tees Borough Council, Church Road, Stockton-on-Tees, TS18 1LD.



Are carers' needs worked out in the same way?

Relatives and friends who provide substantial and regular support (Carers) have a right to be assessed if they feel they need some support to continue giving care. A different framework is used to work out what help can be provided to carers. For more information see our leaflet 'Information For Carers of Adults'.



Do all the needs that fall into the four bands have to be met?

Every Council has to decide which bands it can afford to meet, taking account of the money and resources it has. It can then review this according to what has been spent and change the level of eligibility if it needs to. Councils are unlikely to do this more than once a year.

At present Stockton Council meets all eligible needs in the Moderate, Substantial and Critical bands. We are not able to meet needs that are in the Low band.

What happens to people who have needs in the Low band?

People who are assessed as having needs that are in the Low band currently receive information and advice. This can include being directed to services elsewhere in the community appropriate for their needs.

People's lower level needs can often be met by having access to services such as befriending schemes, luncheon clubs, community transport, handy person schemes, and help with cleaning, laundry or shopping.

As part of the consultation process we would like to hear your views about the type of community based services that you would most like to see.

What if I disagree with the assessor about which band my needs are in?

Fortunately this does not happen often. However, if you do not agree with the assessor's explanation, you should ask them for a review of their assessment. This review will be carried out by their manager, who will write to tell you the outcome. If you are still dissatisfied you should make a complaint. We provided all clients with the leaflet 'Comments, Commendations and Complaints', which explains how to do this. The complaint will then be investigated and you will receive a written response.

Is there a charge for services?

Some people will be charged for services (but not for equipment and adaptations or intermediate care). Every person who wishes to receive chargeable services, and has eligible needs, will undergo a financial assessment. This will be used to work out if a contribution to the cost of the service will be made or not. Advice will also be offered so that people will know their benefit entitlement. Sometimes this will result in some people receiving more benefits.



4. We want to hear your views on the proposed changes

There are a number of ways for you to have your say and let us know your views on the proposed changes.

You can do this by:



Completing the enclosed questionnaire

Please return the completed questionnaire in the prepaid envelope enclosed with this booklet by **Friday 27 August 2010**.

If you do not have your envelope please send your questionnaire to the address below.

You can also hand in your completed questionnaire to one of the following Customer Service Centres:

- Thornaby Central Library
- Municipal Buildings, Stockton Town Centre
- Ingleby Barwick Tesco Community Access Point
(open between 10am-1pm, last Saturday of every month)
- Durham Road Tesco Community Access Point
(open between 10am -1pm, first Friday of every month)



You can ring the consultation helpline on 01642 524700.

Please ring this number if you have any questions about the consultation or would like help filling out the questionnaire.



Write to us using the following freepost address:

Fair Access to Care Consultation
Stockton-on-Tees Borough Council,
Children, Education and Social Care
FREEPOST NEA5939
PO Box 228
Municipal Buildings
Church Road
Stockton-on-Tees
TS18 1XE



You can visit the website and find further information on the consultation.

The address is: www.stockton.gov.uk/fairaccesstocare

You can email us by using the following address:

fairaccesstocare@stockton.gov.uk

There will also be the opportunity to discuss the proposals at one of the following public meetings.

Date and Time	Venue
14 June, 1 – 3pm	Stockton Parish Church Hall, High Street, Stockton
14 June, 5 – 7pm	Stockton Parish Church Hall, High Street, Stockton
15 June, 1 – 3pm	New Life Resource Centre, Low Grange Avenue, Billingham
15 June, 5 - 7pm	New Life Resource Centre, Low Grange Avenue, Billingham
29 June, 1 - 3pm	Stockton Riverside College, Harvard Avenue, Thornaby
29 June, 5 - 7pm	Stockton Riverside College, Harvard Avenue, Thornaby

If you wish to attend one of these meetings and you have access or language needs, please contact the consultation helpline on 01642 524700.

If you have any issues regarding the services you receive that are not related to the Fair Access to Care Consultation, please contact the First Contact Team: 01642 527764.

Confidentiality

Any comments you make in response to this consultation are strictly confidential. Unless you specifically request otherwise, names will not be associated with any comments that you make.

What will be done with the consultation results?

All the views gathered during the consultation will be brought together and a report will be presented to the Council's Health Select Committee in the Autumn. The Committee will then make recommendations on the way forward.

The results will be made available to anyone who would like to see them.

If you would like to receive copies of the consultation results, please let us know your name and contact details. We will use your personal details only to enable us to provide you with the results of the consultation. This information will be kept separate from your answers to the questionnaire and any other comments you make.

Thank you for taking the time to read this booklet.



If you would like this information in any other language or format for example **large print** or audio please contact 'Consultation Helpline' on 01642 524700.

إذا كنت ترغب الحصول على هذه المعلومات بلغات أو بأشكال أخرى على سبيل المثال بالطبعة الكبيرة أو بالشريط المسجل فالرجاء الإتصال 'بدايفرستي تيم' [Consultation Helpline] على هاتف رقم 01642 524700

ARABIC

欲要這份資訊的其它語言版或其它版式例如大字體印刷/錄音帶，請致電 01642 524700 接洽 '多元化隊' (Consultation Helpline)

MANDARIN

اگر شما این اطلاعات را به زبان یا شکل دیگری مثلا چاپ بزرگ یا بصورت صدا میخواهید لطفا با تیم دایورسیتی (گونگونی) [Consultation Helpline] با شماره 01642 524700 به تماس شوید

FARSI

Si vous souhaitez obtenir ces informations dans d'autres langues ou sous un autre format, par exemple, en gros caractères / version audio, veuillez contacter l'équipe "Consultation Helpline" au n° 016 42 52 47 00

FRENCH

نه گهر جهزت لی یه نهم زانیاره به دهستت بکهونت به زمانه کانی تر یان به شیوه به کی تر بۆ نمونه چاپی گهوره/یان به تینی تۆمارکراو نکایه په یوهندی بکه به تیمی دایفرستی [Consultation Helpline] له سهر ژماره ی ته له فۆن 01642 524700

KURDISH

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਬਣਤਰ ਜਾਂ ਬੋਲੀ ਵਿੱਚ, ਵੱਡੀ ਛਪਾਈ ਵਿੱਚ ਜਾਂ ਟੇਪ/ਸੀ ਡੀ 'ਤੇ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 'Consultation Helpline' ਨੂੰ 01642 524700 ਨੰਬਰ ਉੱਤੇ ਫੋਨ ਕਰੋ।

PUNJABI

اگر آپ ان معلومات کو کسی بھی اور زبان یا انداز، مثلاً بڑے پرنٹ/آڈیو ٹیپ وغیرہ میں حاصل کرنا چاہیں، تو ڈاؤن لوڈ فرم ٹیم '01642 524700 (Consultation Helpline) کو اس نمبر پر فون کیجئے'

URDU

