

## **Social Care, Health & Housing**

**“Am I eligible  
for services or  
support?”**

**(How to access Social Care  
services in Carmarthenshire)**



**If you would like this  
information in large print,  
Braille or on audiotape please  
 01267 228925**

**Information about services provided by Carmarthenshire  
County Council can be found on the council's website:  
[www.carmarthenshire.gov.uk](http://www.carmarthenshire.gov.uk)**

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## **What is Social Care?**

Many people through age, disability or infirmity need care or support. Most prefer to stay in their own homes but may need help in order to do so. Social Care is about offering people a range of services to support them and their carers in their wish to remain at home. If required, assistance with moving into a care home is also provided.

## **Social Care Assessments and Personal Plans of Care**

To get Social Care Services or support, your needs have to be assessed. **Personal Plans of Care**, detailing the support you are to receive, will then be drawn up with you prior to services being provided.

Essential information on **Social Care Assessments and Care Plans** can be found in our sister leaflet of that title. Please refer to that leaflet (preferably before reading this one), it will explain in more detail how the assessment and care planning process works.

## Who can receive Social Care services?

- Vulnerable and older people with care needs;
- People with physical disabilities;
- People with learning disabilities;
- People with sensory impairment;
- People with mental health needs;
- People who misuse substances;
- Carers who need support to enable them to continue caring for others.

People from any of these groups may be eligible for services once they have had a Social Care Assessment. However, like any other organisation we have to work within our means so it is important that services match those in most need. This is why we use a process of also assessing 'Service Eligibility' to ensure that this happens.

## Am I eligible for services or support?

To find out whether you are eligible for any services or support you feel you require, you must first have a **Social Care Assessment (also known as a Unified Assessment)**. Social Care staff will work with you to undertake this with any other involved professionals as necessary. **Before** they can subsequently agree a **Personal Plan of Care** with you, your **assessment** will need to show the following:

- What sort of needs for support do you have?  
**and**
- What level of risk to your independence are you experiencing in your current circumstances?

These are the basis for what is called ‘**Service Eligibility**’.

## **How does ‘Service Eligibility’ work?**

The reason that we use the ‘Service Eligibility’ approach is that resources to provide services are limited – resources can never be ‘inexhaustible’. Demands for services are rising, due to increasing care needs in our county, so it is vital to ensure that those with the **highest levels of need** and where the levels of risks are **greatest** get priority. The process works as follows:

<p><b>Step 1</b></p>	<p>We explore with you your needs, expectations, strengths and aspirations (and, with permission, perhaps consult other people who know you well). This is the <b>assessment process</b>. A number of trained or professionally qualified ‘care assessors’ could be involved in this process, depending on the range of your needs. In all cases except where circumstances are simple and straightforward, a ‘<b>Care Co-ordinator</b>’ will be nominated to lead and co-ordinate the process. This person’s role will be explained clearly to you.</p>
<p><b>Step 2</b></p>	<p>We look at how your needs may pose a <b>risk to your independence in the short and long term</b>.</p>
<p><b>Step 3</b></p>	<p>We compare these risks with our <b>eligibility criteria</b>. To assist us we use a matrix that helps us to decide whether the risks are <b>critical, substantial, moderate or low</b>, and this helps determine whether your needs are above or below the ‘<b>line of eligibility for services</b>’.</p>
<p><b>Step 4</b></p>	<p>We then agree a <b>Personal Plan of Care</b> with you that identifies what services will be provided to meet ‘eligible’ needs.</p>

## **Where has Carmarthenshire ‘set the line’ for eligibility for services?**

Where the ‘line’ is set determines which assessed needs will generally result in an entitlement to services.

**Carmarthenshire’s policy is, under normal circumstances, to meet needs that fall into the critical and substantial risk bands (though we are obliged to review this once a year).** Those people whose needs fall into the **moderate or low risk bands** will not generally be eligible for services provided, or wholly funded, by the county council. In these situations however, we will give advice on how needs may be met privately or through local community or voluntary groups.

We will also continue to support people who need support in the community by accessing meals services, day or luncheon clubs, or work, training and employment services

## The Service Eligibility Matrix

An example of how this works in practice:

**Needs relating to Personal Care, Physical well-being and Mental Health**

<b>Critical Risks</b>	<p>Extensive physical/mental health and/or behavioural issues that cause immediate life threatening harm or danger to the user or others. This includes for mental health: severe and enduring illness; regular episodes of severe mental health illness; acute mental breakdown; life-threatening or serious substance misuse/neglect.</p> <p>Serious abuse or neglect has occurred or is strongly suspected and requires a protective intervention.</p>
<b>Substantial Risks</b>	<p>Substantial physical/mental health or behavioural issues that cause <b>significant risks or harm or danger to the user or to others either now or in the future.</b></p>

<p><b>Moderate Risks</b></p>	<p>Some physical/mental health or behavioural issues indicating <b>some risk to independence</b> and/or intermittent distress either now or in the foreseeable future.</p>
<p><b>Low Risks</b></p>	<p>A few physical/mental health or behavioural issues indicating a low risk to independence.</p>

## **Your right to Appeal and Advocacy**

If, following an assessment, the authority decides that you are not eligible for services, they will write to you explaining the decision. If you are dissatisfied with this decision you can appeal. As a first step you should write to the Team Leader of the team that undertook the assessment, setting out the reasons why you consider the eligibility decision inappropriate. The Team Leader will review the case and can request a further assessment to be carried out (to provide more information) before s/he confirms or rejects the eligibility decision.

If the Team Leader rejects the appeal s/he will write to you, offering to refer the matter to the Head of Integrated Services or the Head of Learning Disability and Mental Health Services. You and your carer/advocate may, if you so choose, ask someone to speak on your behalf or represent

your concerns or problems to the authority. Provided this representative has your explicit consent to access information, (which we are required to keep confidential), we will happily work with them on your behalf to further assess your needs and/or resolve your concerns. The representative can be a friend or relative or an organisation that provides advocacy support.

## **Confidentiality**

Much of the information you give us, or which others give on your behalf, is personal. We respect this, and we make sure confidential information is held securely, remains private and is only used to help us provide you with the services you need. We will only use your information for reasons you have agreed to and only the staff who are involved in the provision of your services are allowed access to your file.

On occasions we may be asked to share information with other professionals. However, this would normally only be disclosed with your knowledge and permission in accordance with the Data Protection Act 1998.

There are some occasions when we are legally required to disclose information without your consent, for example:

- To the police or court in serious legal or criminal matters, or
- To avoid serious harm to yourself or other people.

## **What will it cost me to receive services?**

There will be no charge for a Social Care Assessment or for visits from Social Care staff. However, there will be a charge for some services. The amount you contribute will depend upon the type and level of services you receive. The Social Care staff will be happy to advise you about such charges.

## **What can I do if something goes wrong?**

If you are unhappy about any of our services, or about the way you have been treated, you have the right to complain. If you wish, you may have someone with you to speak on your behalf or to support you. Further details of how to use the department's Complaints' Procedure can be found in the leaflet 'Are you happy with your services?' or by contacting the Complaints Officer based at the department's headquarters, 3 Spilman Street, Carmarthen telephone 01267 228835.

## **Where can I get more information?**

This leaflet is for general advice only. If you need advice about your individual needs please do not hesitate to contact the appropriate Social Services office, the telephone numbers are listed as follows:

### **Services for older people and adults with physical disabilities or sensory impairments**

01267 224421

### **Services for people with learning disabilities**

**Carmarthen CTLD Team**, 1 Penlan, Penlan Road,  
Carmarthen 01267 236899

**Llanelli CTLD Team**, 12 Bay View, Capel Road,  
Llanelli 01554 775916

## **Services for people with mental health needs**

**Carmarthen Team**, Wellfield Resource Centre,  
Wellfield Road, Carmarthen 01267 236017

**Dinefwr Team**, Swn y Gwynt, Tirydail Lane,  
Ammanford 01269 595473

**Llanelli Team**, Brynmair Clinic, 11 Goring Road,  
Llanelli 01554 772768

**Llangadog Team**, Yr Hen Laethdy, Station Road,  
Llangadog 01550 777771

## **Services for people who misuse substances**

**Carmarthenshire Team**, 1-3 Vaughan Street,  
Llanelli 01554 779649