



# LOCAL CARERS ELIGIBILITY CRITERIA 2018-2021

## COMHAIRLE NAN EILEAN SIAR

Date of Implementation: 1<sup>st</sup> April 2018

## **Introduction to the Eligibility Criteria**

### **1. Background**

It is widely recognised that unpaid carers of all ages provide a vital contribution to our society. It is important that carers are given the support they require and access to services that they need. They should also have the opportunity to achieve a better life balance. With regards to young carers it is of paramount importance that they are given the opportunity to be children first and foremost and carer second. Children should not take on inappropriate caring tasks or caring which is inconsistent with their age and maturity. Frameworks such as 'Getting it Right for Every Child' are also likely to be relevant to them.

Carers and the people who they support must be at the centre of care and support planning. Therefore, carers will have the opportunity to define their own caring situation, what their needs are, and the support they are entitled to.

The Carers (Scotland) Act 2016 which will be implemented from 1<sup>st</sup> April 2018 is designed to support carers' health and wellbeing. The new Act will put a duty on all local authorities across Scotland including Comhairle nan Eilean Siar to provide support to carers, where identified needs meet agreed eligibility criteria.

To achieve this, a framework for eligibility criteria has been developed covering two aspects:

1. Definition of levels and types of need for support
2. Thresholds that must be met to be eligible for support

### **2. What our eligibility framework will achieve**

The purpose of having local eligibility criteria is to ensure that the limited public resources available are targeted at those who need it the most with the greatest level of need. It also enables public bodies to demonstrate equity, consistency and transparency in both the decision making process and the allocation of resources.

Once the eligibility criteria is set it is used alongside a carers support plan as part of the assessment. The application of eligibility involves an exchange of information between all parties and determines what level of advice, guidance or provision of formal support is necessary to meet the needs of the carer.

Assessments for support should identify steps to prevent deterioration in the carer's health or the caring situation. By defining clear personal outcomes for carers at different levels of support, the benefits from accessing both preventative and intensive support will be outcome focused which will allow change to be measured.

Staff will work with carers to complete an Adult Carer Support Plan or Young Carer Statement (ACSP/YCS) that identifies their individual needs and personal outcomes. These will then be assessed in line with the agreed local eligibility criteria to ensure that the right level of support is delivered at the right time.

### **3. Eligibility Criteria**

In the Western Isles our approach to applying eligibility is underpinned by a commitment to prevention and early intervention. We have very good working relationships with the Third Sector and they deliver many preventative services across the Western Isles. The main focus of prevention and early intervention is to support carers to have a good quality of life and be able to continue in their caring role.

The Adult Carer Support Plan (ACSP) and Young Carer Statement (YCS) are designed to look at the quality of life of the carer in the context of their caring role. The purpose of completing the plan is to identify any issues that are impacting on the health and wellbeing of the carer. With the focus on outcomes, the support plan is completed with both the carer and the practitioner having an effective conversation about what matters to the carer.

The support plan will include a contingency plan with emergency contacts should the situation change. Information and advice will be provided at this stage as well as income maximisation where applicable.

Relevant staff will work with carers to complete their personal ACSP or YCS and once this is completed the eligibility criteria is applied to ensure the right level of support is delivered at the right time.

## **4. Process**

The Carers (Scotland) Act 2016 comes into force on 1<sup>st</sup> April 2018. The Act requires that local authorities set out a local eligibility criteria. The application of eligibility in practice can be broken down into four steps as follows:

### **Step One**

A carer can be supported to complete either an Adult Carer Support Plan (ACSP) or a Young Carer Statement (YCS). This will involve having an effective conversation between the carer and practitioner focused on the health and well-being of the carer. Following this stage a carer may not have eligible needs and may require some advice and guidance or access to community based preventative services.

### **Step Two**

When an ACSP or YCS is complete it will have identified a carer's outcomes. At this stage the good conversation continues around how these outcomes can be achieved and also how we will use the framework for eligibility criteria to identify their level of support.

### **Step Three**

If a carer has identified outcomes that meet the eligibility threshold they will be informed of the options they have going forward. The level of support available will be explained and the carer will be informed of any available resources.

### **Step Four**

With a level of support agreed it is at this stage the carer will then decide what self-directed support option would work best for them and how they would prefer to arrange any support.

Carers will be fully involved in each of the stages above and will be informed throughout the application of eligibility.

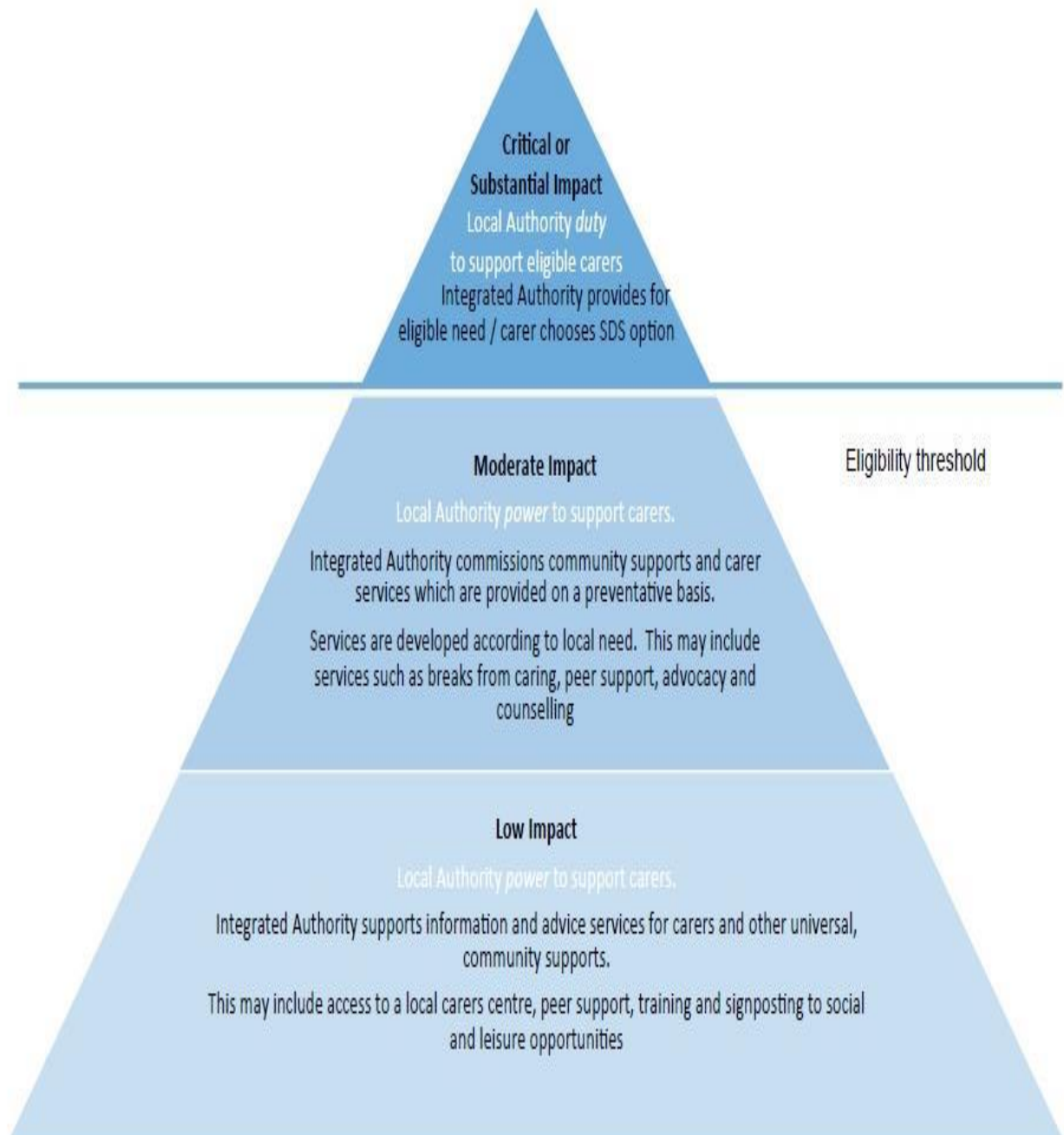
## 5. Eligibility for services

Eligibility for services is decided in terms of risk to an individual. There are five indicator categories:

<b>No Impact/Risk</b>	Indicates that there are no quality of life issues resulting from the caring situation and at this moment there is no need for support or advice
<b>Low Impact/Risk</b>	Indicates that there may be some quality of life issues but low risk to carer's capacity for independence or health and wellbeing. There may be some need for universal and/or preventative support or advice.
<b>Moderate Impact/Risk</b>	Indicates that there is some risk to a carer's capacity for independent living and health and wellbeing. This may call for some health and social care service provision.
<b>Substantial Impact/Risk</b>	Indicates that there is major risk to a carer's capacity for independent living and health and wellbeing. Likely to require urgent provision for health and social care service provision.
<b>Critical Impact/Risk</b>	Indicates that there are significant risks to a carer's capacity for independent living and health and wellbeing. Likely to require immediate provision for health and social care service provision.

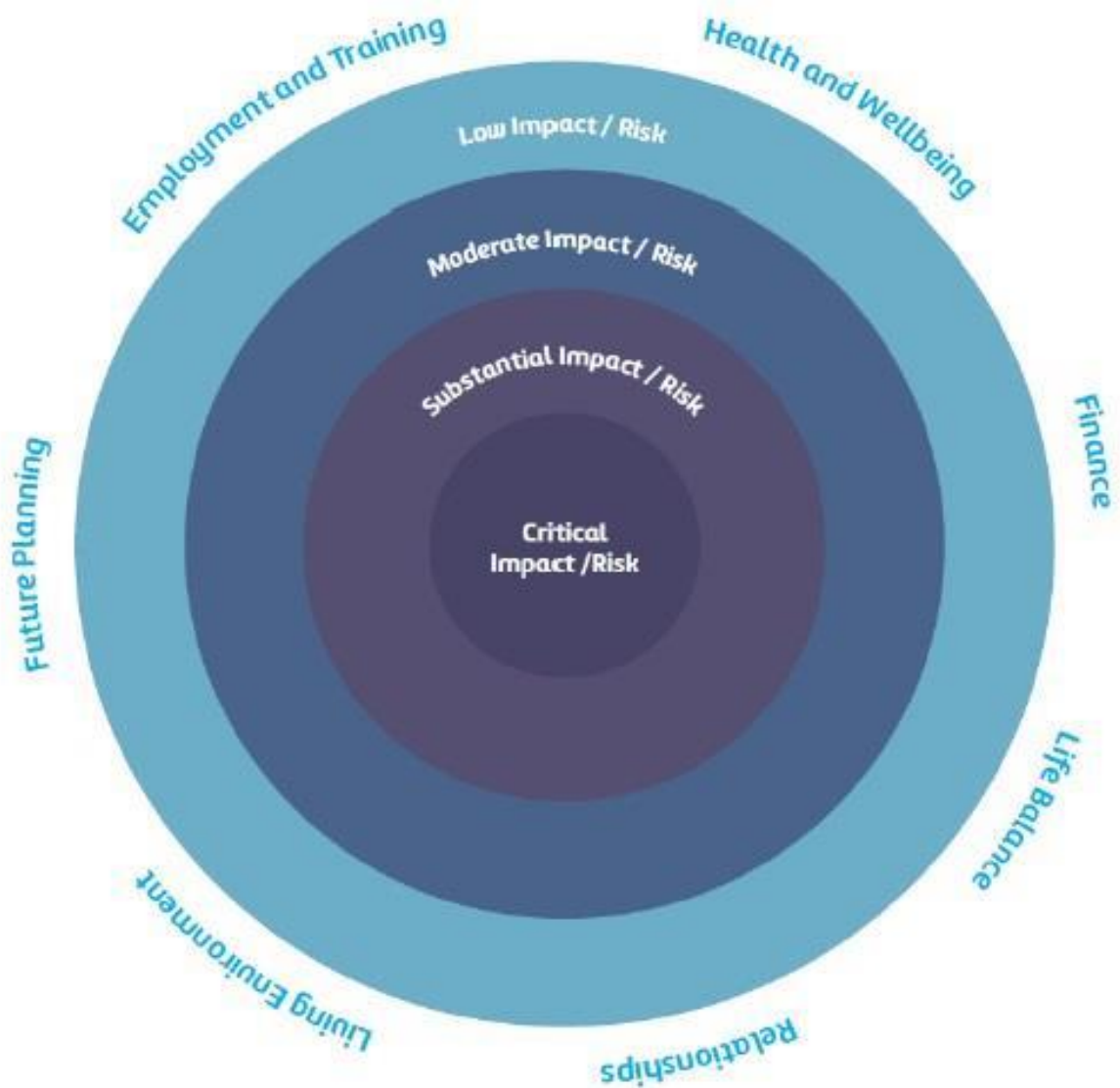
## 6. Eligibility thresholds: where eligibility sits in relation to carer support

Illustrative example of Western Isles eligibility criteria below:



## 7. Determining the impact of the caring role and associated risk

Below is an illustrative example showing how criteria for reaching thresholds can be used to assess levels of need against the carer outcomes. All of these outcomes will be discussed during the completion of the ACSP/YCS.



## 8. Table of indicators for adult carers

	Universal support moving to commissioned services and support (local authority, power to support)			More targeted, commissioned services & support services & support (Local Authority 'Duty to support')	
	No Impact	Low Impact	Moderate impact	Substantial Impact	Critical Impact
<b>Health</b>	Carer is in good physical and mental health with no identified medical needs.	Carer's health beginning to be affected. No health needs identified	Carer is able to manage some of the aspects of family/social roles and responsibilities and social contact, that pose some risk to gaining/sustaining independence.	Carer able to manage some aspects of the caring/family/domestic/social roles. Carer's mental and physical health is affected.	Carer has significant physical /mental difficulties due to the impact of their role as a carer which may cause life threatening harm.
<b>Relationships &amp; Emotional</b>	Carer has positive emotional wellbeing. Carer has a positive relationship with the cared-for person, wider family and social networks and feels acknowledged by professionals.	Caring role is beginning to impact on emotional wellbeing. Low impact on relationship with cared-for person, wider family and social networks and feels acknowledged by professionals.	There is some impact on the carer's wellbeing and on their relationship with the cared-for persons, wider family and social networks resulting in strained relationships. Carer is unable to sustain many aspects of their caring role. Carers sometimes feel acknowledged.	There is a major impact on a daily basis to the carer's wellbeing and this impacts on the cared-for person. Carer is unable to manage many aspects of their caring role. Carer does not feel acknowledged or listened to.	There is a complete breakdown in the relationship between the person and the carer, and the carer is unable to continue in their caring role or has difficulty sustaining vital or most aspects of their caring role. Input is required for the carers own wellbeing and there are no positives in the relationship between the carer and the cared-for person. Carer feels isolated and overwhelmed. Carer never feels acknowledged and therefore feels excluded.
<b>Financial</b>	The carer's financial position is secure and there is no financial hardship. All relevant benefits are being	Caring is beginning to have an impact on the carer's finances but not causing hardship.	The caring role is impacting on the families' finances and their standard of living is being affected.	Caring is having a major impact on finances.	The carer's financial position is severe and there is financial hardship. The caring role ends and this has a significant effect on the



	accessed.				household.
<b>Employment &amp; Training</b>	Carer continues to access employment, training or further education or chooses to remain at home in unpaid work. Has no difficulties in managing caring role and employment/further education.	Carer has some difficulties managing caring, employment and/or education. There is a small impact on sustaining employment and/or education in the long term.	Carer has some difficulty managing caring, employment and/or education. There is a risk sustaining employment and/or education in the medium term.	The carer is missing employment/education and there is a risk of this ending in the near future.	Carer is at significant risk or has had to give up employment and/or education as a result of direct caring responsibilities.
<b>Living Environment</b>	Carer's living environment is suitable and poses no risk to the physical health and safety of the carer and the cared-for person.	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.	The living environment is not suitable for the changing needs of the cared-for person but there is no immediate risk.	Carers living environment is unsuitable and there are safety risks which cannot be remedied in the short/medium term.	Carers living environment is unsuitable and there are safety risks for the carer and the cared-for person which cannot be remedied.
<b>Life balance</b>	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 and emotional wellbeing.	Carer has some opportunities to achieve the balance they want in their life. Carer has access to a choice of breaks and activities which promote physical, mental and emotional wellbeing.	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 and emotional wellbeing.	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 and emotional wellbeing.	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 and emotional wellbeing.
<b>Future Planning</b>	Carer is confident about planning for the future and has no concerns about managing caring.	Carer is largely confident about planning for the future but has minor concerns about managing caring.	Carer is not confident about planning for the future and has some concerns about managing caring.	Carer is anxious about planning for the future and has significant concerns about managing criteria.	Carer is very anxious about planning for the future and has severe concerns about managing concerns.

## 9. Table of indicators for young carers

	Universal support moving to commissioned services and support (local authority, power to support)			More targeted, commissioned services & support services & support (Local Authority 'Duty to support')	
	No Impact	Low Impact	Moderate impact	Substantial Impact	Critical Impact
<b>Safe/Living Environment</b>	Young Carer free from abuse, neglect or harm at home, at school and in the community.	Young carers situation at home, at school and in the community is currently stable and manageable.	Young carers situation at home, school or in the community is not ideal and there is potential risk to young and cared for person.	Young carers situation at home, school or in the community is not ideal and there are safety risks which cannot be remedied in the short term.	Young carers situation at home, school or in the community is unsuitable and there are safety risks for the young carer and the cared for person.
<b>Healthy</b>	Young carer is in good physical and mental health with no identified medical needs.	Young carer is able to manage some aspects of the caring/family/social roles and responsibilities and social contact and there is a possibility of the young carers health being affected.	Young carer is able to manage some of the aspects of caring/family/social role and responsibilities and social contact, but the young carers health is being affected.	Young carer is having difficulty in managing aspects of the caring/family/social roles and the young carers mental and physical health is affected as a result.	Young carer has significant physical/mental difficulties due to the impact of their role as a carer which may cause life threatening harm.
<b>Achieving/ education</b>	Young carer continues to access education/training and as no difficulty in managing caring and education/training.	Young carer has some difficulty managing caring and education/training. There is a small risk to sustaining education/training in the long term.	Young carer has difficulty managing caring and education/training. There is a risk to sustaining education/training in the medium term.	The young carer is missing education/training and there is a risk of this ending in the near future.	The young carer is at significant risk or has had to give up education/training.
<b>Nurtured/ relationships</b>	Young carer has positive emotional wellbeing. They have a nurturing place to live and do not require additional help.  Young carers has a	Young caring role beginning to have an impact on emotional wellbeing and may require additional help when needed.	There is some impact on the young carers wellbeing and on their relationship with the cared for person resulting in a strained relationship.	There is a major impact on a daily basis to the young carers wellbeing and this impacts on the cared-for-person.  Young carer is unable to	There is a complete breakdown in the relationship between the young carer and the cared-for-person and the carer is unable to continue caring or had difficulty sustaining vital or most

	positive relationship with the cared for person and feels acknowledged by professionals.	Risk of detrimental impact on relationship with cared for person.	Need additional help where possible, in a suitable care setting.	sustain many aspects of their caring role.	aspects of their caring role.  Input is needed for the young carers wellbeing and there are no positives in the relationship with the cared-for-person. The young carer never feels acknowledged and therefore feels excluded.
<b>Active/life balance</b>	The young carer has opportunities to take part in activities such as play, recreation and sport at homes, in school and in community.	The young carer has some opportunities to take part in activities such as play, recreation and sport at home, in school and in the community.	The young carer has limited opportunities to take part in activities such as play, recreation and sport at home, in school and in the community.	The young carer has few and irregular opportunities to take part in activities such as play, recreation and sport at home, in school and in the community and this may have a negative effect to healthy growth and development.	The young carer has no opportunities to take part in activities such as play, recreation and sport at home in school and in the community and this has had a negative effect to healthy growth and development.
<b>Respect/ Responsible</b>	The young carer has regular opportunities to be heard and involved in decisions and have an active and responsible role to be involved in decisions that affect them.	The young carer has some opportunities to be heard and involved in decisions and have an active and responsible role to be involved in decisions that affect them.	Due to their caring role, the young carer has limited opportunities to be heard and involved un decisions that affect them.	The young carer has few and irregular opportunities to be heard and involved in decisions that affect them.	The young carer has no opportunities to be heard and involved in decisions that affect them.
<b>Included/ Finance</b>	The young carer feels accepted as part of community in which they live and learn. Has time to become part of community activities. Free from financial stress	The young carer feels some acceptance as part of the community in which they live and learn but is unsure how to become part of the community activities. There is a small risk of financial stress	Due to their caring role, the young carer has limited acceptance as part of the community in which they live and learn. There is a risk of financial pressure.	The young carer feels isolated and not confident in the community in which they live in. Needing financial support.	The young carer does not feel accepted as part of the community in which they live in. The carer's financial position is severe and there is financial hardship.

## **11. Roles and responsibilities**

Those carrying out plans/assessments of an individual's needs must ensure that the appropriate carer eligibility criteria is satisfied before support is provided.

In all case, those carrying out plans/assessments should ensure that carers are encouraged, and where necessary supported, to access mainstream public services, and local community services and supports.

We will give priority to carers who are assessed as being within the critical and substantial impact categories.

Carers who are assessed as being in moderate and low impact categories may be eligible for other services such as: advice and information; advocacy; carer support; counselling services and befriending and volunteer services.

Carers' eligibility must be recorded on client record systems as appropriate.

## **12. Related documents**

[Carers \(Scotland\) Act 2016](#)

[Getting it right for every child \(GIRFEC\)](#)

[Home Self-directed Support Scotland](#)

## **10. Review**

This policy and associated procedures will be reviewed within three years subject to any further changes in legislation.