

# Getting information and Assessment of need

## Shropshire Council - Community Care Assessment

When you, or someone on your behalf, first contact the Council you are likely to be asked some key questions about your personal details and the circumstances you are in.



These questions are the first stage of carrying out an assessment of your needs and working out if you are entitled for social care support from the Council. Working out if someone is eligible for support is done using guidance from the government, called Fair Access to Care Services.

Before any service can be provided the Council must carry out a full assessment of your needs. This is called a Community Care Assessment. This will look at all areas of your life and consider how effectively your needs are currently met and whether there are any risks to your health and well-being.

### The Carers Assessment

If you have a family carer they are also entitled to a Carers Assessment and may be entitled to support just for them. Carers are essential to getting this right for the person needing support so it is important that they get the information, support and breaks that they need in order to continue providing a caring role. For more information about support for family carers see Fact Sheet 2 – Family carers.

## The Financial Assessment

For many people who are entitled to Shropshire Council's support, their services are paid for by a combination of Council money and their own personal benefits. This is because some personal benefits are to pay for care costs. The amount of money you will have to contribute towards your Personal Budget is worked out using a Financial Assessment.

This is done by a Welfare and Income Officer. Their assessment (sometimes called a Fairer Charging Assessment) will happen at roughly the same time that the other assessments are done.



They will ask for certain information and if the person who needs support cannot give this themselves then they will ask for the information from someone who is acting on their behalf.

The purpose of the Financial Assessment is to: Make sure that you are receiving all the benefits you are entitled to; and to work out how much you should contribute towards your Personal Budget.

## Fair Access to Care Services Assessment

### What does Fair Access to Care Services mean?

Fair Access to Care Services (FACS for short) is a system to help Care Managers make fair and consistent decisions about the level of support an individual needs, and whether Shropshire council should pay for this.

## What is eligibility?



Eligible needs are needs for which you may be entitled to state-funded social care and support. There are four bands of eligibility: critical, substantial, moderate and low which are defined in more detail over the page. Shropshire Council only consider funding and providing Adult Social Care Services to those who fall into the Critical and Substantial categories.

### The Fair Access to Care Services assessment

The assessment is undertaken to determine the needs of those who contact adult social services. A Care Manager will collect information from you and, if appropriate, your family or carers; they may also ask your permission to contact other people who support you, such as your doctor. The aim of the assessment is to get a full picture of the things you can manage and the support you get from others, before deciding what support you may be eligible for from adult social services. You will be involved throughout the process but if you do not agree with your assessment you do have the right to appeal using Shropshire Council complaints procedures.

### What happens if you are not eligible?

If your level of need falls below the critical or substantial eligibility you will be given information about alternative sources of support, and advice about how to access them. You may qualify for help from a range of other services, including health, housing, benefits, education, training, employment, transport and leisure. You should also get back in touch with adult social care services if your needs change.

## FACS bandings and eligibility criteria for individuals

### Critical - when:

- Life is, or will be threatened; and/or
- Significant health problems have developed or will develop; and/or
- 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 – 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; and/or
- Involvement in many aspects of work, education or learning cannot or will not be sustained; and/or
- The majority of social support systems 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 – 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 – 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 cannot 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

# The Self Directed Assessment Questionnaire



In addition to the Community Care, Family Carers and Financial Assessment, you will also be asked to complete a document called a Self Directed Assessment Questionnaire (SDAQ). You can ask for help to fill this in from friends and family, paid support, your Care Manager or someone else who helps you.

The SDAQ is quite short and asks you, or someone acting on your behalf who knows you well, to answer some tick-box questions about the amount of support you need to achieve outcomes linked to your health, well-being and independence.

There is a guidance sheet to help you fill this in and your Care Manager may do this with you, or you may receive it in the post.

## Family Carers

If you have a family carer they will be asked to complete one of the questions on the Self Directed Assessment Questionnaire. They will also be offered a Carers Assessment (see page 1). This is so that we can make sure that they have the support they are entitled to in their own right. For more information about family carers see Fact Sheet 2 – Family carers.

The purpose of the Self Directed Assessment Questionnaire (SDAQ) is to identify the outcomes that you need support to achieve. It helps work out what your Personal Budget might be. For more information see the [SDAQ and SDAQ Guidance](#)

## How to fill in the Self Directed Assessment Questionnaire (SDAQ)

Your Self Directed Assessment Questionnaire (SDAQ), is for you to tell Shropshire Council what support you think you need at the moment. There is some space at the end of the questionnaire for you to add other things you feel we need to know.

Each question on the SDAQ gives multiple choice answers, please tick one statement that best suits your current situation. It is important to complete the questionnaire as fully as possible and answer each question honestly. If you do not agree with any of the statements, or do not find them applicable to you, please tell us why.

There are 11 questions to answer. For each of the questions (from 1 - 9), it is very important to:

- only give one answer and;
- answer as if you currently do not have any paid support

### What if I can't fill in the SDAQ form myself?

It is your choice to complete the form on your own, or with support, and this can be from a wide range of people, including:

- A Care Manager who works for Shropshire Council
- A friend, family member, or carer
- An advocacy or voluntary organisation

For more information about My Life My Choice, Self Directed Support in Shropshire and the services that are provided by the Council go to [www.shropshire.gov.uk](http://www.shropshire.gov.uk) On the website you will find a number of helpful guides and leaflets that are available to download for free.

For help with social care emergencies that occur outside of office hours contact The Emergency Duty Team on 08456 789040

You can also get a copy of the leaflets, guides and other information produced by the Council from your Care Manager, local Customer Service Points or by calling this number



0345 678 9044

