

EAST AYRSHIRE

Health & Social Care
Partnership



East Ayrshire Health and Social Care Partnership

Social care assessments

Finding out what support you need



This document was written by East Ayrshire Health and Social Care Partnership. It is an easy read version of 'Accessing Social Care and Support Policy'.

November 2024



How to use this document

This is an easy read document. You may still need support to read it. Ask someone you know to help you.

BIG words

Words in **bold writing** may be hard to understand. **We** will tell you what these mean and you can also check what they mean on page 9.

EAST AYRSHIRE

Health & Social Care
Partnership

Where the document says **we**, this means East Ayrshire Health and Social Care Partnership.



What this document is about

We are East Ayrshire Health and Social Care Partnership. We work with people to make sure they have good quality **social care** and support.



Social care means services that help people with their daily living. For example:

- help at home
- help taking care of yourself
- day centres
- care homes



This document is a short version of our accessing social care and support **policy**.



It tells you about how we use **assessments** and our **eligibility criteria** for getting social care if you are an adult, a child or a young person.



A **policy** is where we write down how we do things, so that everyone gets treated fairly.



Social care assessments

Our **assessments** let us talk with you about how you are coping and about your care and support needs.



This will help us to understand any problems you're having and find the support that you need.

Completing an assessment



During an assessment we will ask you questions to find out what you are able to do yourself and what you need help with.



We will ask you if you are happy for us to speak to people in other organisations who know you, such as your school or your doctor.



We will write down what we find out in a document called '**My Life, My Plan**'. You can have your own copy to keep.

Deciding who gets services



We help lots of people to:

- stay safe
- stay healthy
- do things by themselves

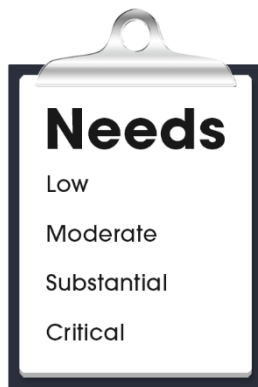
Even if you already get help from your family, friends or support groups.



We do not have enough **services** for everything that people might ask for. We will work with you to make sure you get a fair share of support.



We need to have a fair system to make these decision. We use our **eligibility criteria** to help decide who needs our services most and what those services should be for.



Our **eligibility criteria** has 4 levels of **risk**. We will talk about this with you and decide if you are:

- critical risk (the highest risk)
- substantial risk
- moderate risk
- low risk



Thinking about **risk** means thinking about keeping you safe and if you can do this yourself.

Who will provide your services

Critical risk or substantial risk



These are big risks to your health, safety, wellbeing or being able to do things yourself. You could be unsafe and may need help quickly.



If you are critical risk or substantial risk, you can get social care services from us.

You might need help with:



- getting dressed
- going to the toilet
- having a bath
- eating
- taking medicines
- keeping safe



You might also need help because you are on your own a lot. You might not have friends or family who are able to help you.



For children, a parent might be helping them already but needs support to do this well.



Moderate risk or low risk

These risks are not as serious.



If you are moderate risk or low risk, we will help you find services in the area you live, or that are available to everyone.



If you are moderate risk we might help you for a short time, to stop things getting worse.



You might need help with:

- tidying up your house
- using services near where you live
- going to a club you enjoy



Getting early support will help you stay well and to be able to do things yourself.

Making changes to your assessment



If you're not happy with the assessment, you can tell us at the time and we will help solve the problem if we can. Or you can talk to us after the assessment at any time.



If the problem is not solved, you can make a complaint. You can be given help to do this.

Ask to speak to your social worker.



If your needs change, contact us again. As you've already had an assessment you won't need to repeat all of the information.



Our contact information is at the end of this document.

Sharing your information with health and social care services



Your information is kept private. We will ask you if we can share it with other health or social care staff involved in looking after your needs.



This means you won't need to answer the same questions again when you see a different person, and will help us to offer you the best care we can.

Difficult words

Social care

Services that help people with their daily living. For example:

- help at home
- help taking care of yourself
- day centres
- care homes

Policy

Where we write down how we do things, so that everyone gets treated fairly.

Assessment

A way to understand how you are coping and find about your care and support needs.

Eligibility criteria

Our way of deciding what support you can get, so everyone gets their fair share.

My Life, My Plan

A form we complete together to write down what we have talked about and decided.

Substantial risk and critical risk

Big risks to your health, safety or being able to do things yourself.

Moderate risk and low risk

These risks are less serious.

Contact us



contact us or speak to your social worker



phone 01563 554200



or email social.work@east-ayrshire.gov.uk