

EAST AYRSHIRE

Health & Social Care
Partnership

East Ayrshire Health and Social Care Partnership

Social care assessments



What is a social care assessment?

An assessment is an opportunity for us to have a conversation about your circumstances and discuss your care and support needs. The information from the assessment will help us to understand your strengths and needs and identify if support is required.

How is an assessment completed?

We will ask you questions to find out what your needs are and what your strengths are. With your consent we will also speak with other people or services that you are in contact with, such as health services or education, to gather helpful information.

This information will be recorded in an assessment document called a My Life, My Plan. You will be given the opportunity to tell us if you agree with what has been written about you and its contents. You can have your own copy to keep if you would like one.

Understanding your needs

We help lots of people to

- stay safe and healthy
- do things by themselves
- have additional support where needed.

We do not have enough services for everything that people might ask for. Because of this, we will work with you to make sure everyone gets a fair share.

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

The eligibility criteria has four levels of risk. Thinking about risk means keeping you safe and able to do things yourself.

We will discuss this with you during your assessment and decide if you have:

- critical risk (the highest risk)

- substantial risk
- moderate risk
- low risk

If you have critical risk or substantial risk

If you are critical risk or substantial risk, you will meet the criteria to receive social care services from us.

Critical risk and substantial risk are big risks to your health, safety or being able to do things yourself. People with this risk would need help very quickly, or they could be unsafe. You might also get help if you are on your own a lot. You might not have friends or family who are able to help you.

People at critical risk and substantial risk might get help with:

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

For children their parents may be supporting them already, but their level of need may mean additional support is required.

If you have moderate risk or low risk

If you are assessed as moderate risk or low risk, we will help you find alternative services that would support you.

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

If you have a moderate or low risk you might need help with:

- tidying up your house
- accessing your community
- accessing a social opportunity
- some of your daily living tasks

We will direct you to community based services.

We hope that providing early help and community support will help you maintain independence and wellbeing.

Service costs

While some social care services may involve a cost, not all do, and not all people accessing services will require to pay a cost. A financial assessment will be completed to see if you need to pay anything towards your support.

Making changes to your assessment

If you are not sure or not happy with your assessment, tell your social worker. If your social worker can't help, they will put you in touch with their manager who will try to sort out any problems you have.

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 so we can review your assessment. As you've already had an assessment you won't need to repeat all of the information.

Sharing your information with health and social care services

Your information is kept private. If you agree, we will share it with other health or social care staff involved in looking after your needs.

This will save you answering the same questions again when you see a different person, and will help us to offer you well-planned and consistent care.

How to contact us

Social Services
The Johnnie Walker Bond
15 Strand Street
Kilmarnock
East Ayrshire
KA1 1HU

Telephone: 01563 554200

Email: social.work@east-ayrshire.gov.uk