

Appendix B: Eligibility Criteria

ELIGIBILITY CRITERIA – A NATIONAL FRAMEWORK

The framework set out below is based on eligibility frameworks already operated by a majority of councils in Scotland for social care services. The operation of the national framework should continue to be based on an assessment, through the Single Shared Assessment process, of the needs of service users and risks to each individual's independent living and wellbeing.

The framework considers both (a) the severity of the risks and (b) the urgency for intervention to respond to the risks. As part of the process for assessment and considering whether an individual's needs call for the provision of services, it is for relevant social work staff to consider how each individual's needs match against eligibility criteria in terms of severity of risk and urgency for intervention. The eligibility framework prioritises risks into 4 bands: critical, substantial, moderate and low:

Intensity of Risk

Critical Risk: Indicates that there are major risks to an individual's independent living or health and wellbeing likely to call for the immediate* or imminent* provision of social care services (high priority).

Substantial Risk: Indicates that there are significant risks to an individual's independence or health and wellbeing likely to call for the immediate or imminent provision of social care services (high priority).

Moderate Risk: Indicates that there are some risks to an individual's independence or health and wellbeing. These may call for the provision of some social care services managed and prioritised on an ongoing basis or they may simply be manageable over the foreseeable future* without service provision, with appropriate arrangements for review.

Low Risk: Indicates that there may be some quality of life issues, but low risk to an individual's independence or health and wellbeing with very limited, if any, requirement for the provision of social care services. There may be some need for alternative support or advice and appropriate arrangements for review over the foreseeable future or longer term*.

In these definitions, the timescale descriptions (marked*) are used to indicate that services are likely to be required as follows:

Immediate – required now or within approximately 12 weeks;

Imminent – required within 6 weeks;

Foreseeable future – required within next 6 months;

Longer term – required within next 12 months or subsequently.

Risks relating to neglect or physical or mental health			
CRITICAL	SUBSTANTIAL	MODERATE	LOW
(High)		(Medium/Preventative)	(Low)
Major health problems which cause life threatening harm or danger to client or others.	Significant health problems which cause significant risks of harm or danger to client or others.	Some health problems indicating some risk to independence and/or intermittent distress, potential to maintain health with minimum interventions.	Few health problems indicating low risk to independence, potential to maintain health with minimum interventions.
Serious abuse or neglect has occurred or is strongly suspected and client needs protective intervention by social care services (includes financial abuse and discrimination)	Abuse or neglect has occurred or is strongly suspected (includes financial abuse and discrimination).	Vulnerable person need to raise their awareness to potential risks of abuse.	Preventive measures including reminders to minimise potential risk of abuse.

Risks relating to participation in community life			
CRITICAL	SUBSTANTIAL	MODERATE	LOW
(High)		(Medium/Preventative)	(Low/Preventative)
Unable to sustain involvement in vital aspects of work/education/learning causing severe loss of independence.	Unable to sustain involvement in many aspects of work/education/learning causing a significant risk to losing independence.	Unable to manage several aspects of involvement in work/learning/education and this will, in the foreseeable future, pose a risk to independence.	Has difficulty undertaking one or two aspects of work/learning/education/family and/or social networks indicating little risk to independence.
Unable to sustain involvement in vital or most aspects of family/social roles and responsibilities and social contact causing severe loss of independence.	Unable to sustain involvement in many aspects of family/social roles and responsibilities and social contact causing significant distress and/or risk to independence	Able to manage some of the aspects of family/social roles and responsibilities and social contact, that pose some risk to independence.	Able to manage most of the aspects of family/social roles and responsibilities and social contact, that pose some risk to independence.

Risks relating to personal care/domestic routines/home environment			
CRITICAL	SUBSTANTIAL	MODERATE	LOW
(High)		(Medium/Preventative)	(Low/Preventative)
Unable to do vital or most aspects of personal care causing a major harm or danger to client or others or major risks to independence.	Unable to do many aspects of personal care causing significant risk of danger or harm to client or others or there are significant risks to independence.	Unable to do some aspects of personal care indicating some risk to independence.	Difficulty with one or two aspects of personal care, domestic routines and/or home environment indicating little risk to independence.
Unable to manage the most vital or most aspects of domestic routines causing major harm or danger to client or others or major risks to independence.	Unable to manage many aspects of domestic routines causing significant risk of harm or danger to client or others or significant risk to independence.	Able to manage some aspects of domestic activities indicating some risk to independence.	Able to manage most aspects of basic domestic activities.
Extensive/complete loss of choice and control over vital aspects of home environment causing major harm or danger to client or others or there are major risks to independence.	Substantial loss of choice and control managing home environment causing a significant risk of harm or danger to client or others or a significant risk to independence.	Able to manage some aspects of home environment, leaving some risk to independence	Able to manage most basic aspects of home environment.

Risks relating to carers			
CRITICAL	SUBSTANTIAL	MODERATE	LOW
(High)		(Medium/Preventative)	(Low/Preventative)
Carer has major physical/mental health difficulties due to the impact of their role as a carer causing life threatening harm or danger to themselves or others.	Carer has significant physical/mental health difficulties due to the impact of their role as a carer causing significant risk of harm or danger to themselves or others.	Carer able to manage some aspects of the caring/family/domestic/social roles. Potential risk to breakdown of their own health identified.	Carer able to manage most aspects; has difficulty undertaking one or two aspects of their caring/domestic role but with low risk.
There is a complete breakdown in the relationship between client and carer and carer is unable to continue caring or has difficulty sustaining vital or most aspects of their caring role.	There is a significant risk of breakdown in the relationship between client and carer and carer is unable to sustain many aspects of their caring role.	Relationship maintained although at times under strain between client and carer/limiting some aspects of the caring role.	Relationships maintained between client and carer by limiting aspects of the caring role.
Carer is unable to manage vital or most aspects of their caring/family/work/domestic/social roles and responsibilities.	Carer is unable to manage many aspects of their caring/family/work/domestic/social roles and responsibilities.	Carer is unable to manage some aspects of their caring/family/work/domestic/social roles and responsibilities.	Carer is able to manage most aspects of their caring/family/work/domestic/social roles and responsibilities.