

Customer Care

We will involve you fully in your assessment, and welcome your views (positive and negative) about the standard of service you have received from us. You can do this by telling a member of staff, or by filling in the form in our leaflet 'Customer care: tell us what you think'.

If you are not happy with the outcome of the assessment or review, the person who did the assessment will try to sort out problems with you.

This leaflet is also available in ethnic-minority languages, on audio tape or CD and in large print. Contact us at Department of Adult Services, Customer Relations Unit, Civic Centre, Millgate, Wigan, WN1 1AZ. Phone: 01942 827173. E-mail: ssdcru@wiganmbc.gov.uk

Updated January 2006.
Photograph by www.JohnBirdsall.co.uk

Website: www.wiganmbc.gov.uk

Fair Access to Care Services

Information for people who are having their needs assessed by Wigan Council.



Department of Adult Services

Fair Access to Care Services

The 'Fair Access to Care Services' guidelines have been produced by the Government to help us to decide your entitlement to care services.

From 1st April 2003, we have had to use these guidelines when people ask for our help for the first time or ask for a review of their circumstances. In these cases, we carry out an assessment.

What is an assessment?

An assessment is the way we obtain relevant information about you to help us work out if you are eligible for services.

We can do this with you over the phone or by meeting with you at your home. Sometimes, we can also do assessments in hospital, council offices or anywhere else that is suitable.

You can have an assessment if you:

- are aged 18 or over, and are finding it difficult to care for yourself;
- have a physical disability;
- have lost some or all of your hearing or sight;
- have a learning disability or mental health problem;
- have a long-term illness or infirmity;
- have problems as a result of drug or alcohol dependency; or
- are caring for someone but feel you need support with this task. In these circumstances, you can ask for a 'Carer's Assessment'.

How soon will we start the assessment?

This will depend on your individual circumstances. We will tell you more about this when you contact us.

Your assessment

We will gather information from you, your family or carers and, if necessary, other professionals. This enables us to make a decision about whether or not you are eligible to receive services.

When we carry out an assessment of your care needs, we will also assess any potential risk to your independence and well-being.

Under the government's guidelines, there are four levels of need and risk. These are:

- Critical
- Substantial
- Moderate
- Low

Wigan Council have agreed that you are only eligible to receive services if the risk to your independence and well-being is critical or substantial.

The government's guidelines define the categories of need and risk.

Critical risks are 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 or other social roles and responsibilities cannot or will not be undertaken.

Substantial risks are 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 or 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.

- 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.

If you are assessed as 'low' or 'moderate' need or risk, you will not qualify for services from us. However, we may be able to offer you advice and some other help, or put you in touch with other organisations who may be able to help, like 'Starting Point'.

'Starting Point' is a helpline which provides information and advice about local services that help people to live independently, for example, cleaning, shopping, meals, handymen, lunch clubs and so on. Phone 01942 826079 for more details.

Moderate risks are 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 or social roles and responsibilities cannot or will not be undertaken.

Low risks are 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

Reviewing your circumstances

If you are eligible to receive services, we will do a review of your care arrangements at least once a year. This will involve a re-assessment, which will help us to decide whether or not you are eligible for services in the future.

This might mean that you will get more care services or, if you don't meet the eligibility criteria, we may stop services.