

Adult Social Care

*Right Help, Right Time to
Promote Independence*

Threshold of Needs Matrix Document 2017/2018

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Title	Threshold of Needs Matrix
Purpose/scope	To collectively deliver the best we can in Telford & Wrekin, working together with our residents, partners and local organisations.
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Priority	<ul style="list-style-type: none"> • Protect and support our vulnerable children and adults • Improve the health and wellbeing of our communities and address health inequalities
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1 Background

“The Care Act 2014 sets out the requirement to improve people’s independence and wellbeing. It makes clear that local authorities must provide or arrange services that help prevent people developing needs for care and support or delay people deteriorating such that they would need ongoing care and support responsibilities. There is an increasing emphasis from legislation and guidance on how statutory provision should support people to remain independent and avoid the need for services. This support can range from advice and guidance on healthy living to ensuring that those people in receipt of services are able to remain as independent as possible. The aim is to prevent needs for care and support developing where possible.

This approach has the dual benefits of enabling people to retain independence and autonomy over their care as well as ensuring public funds are spent economically and effectively.

The Care Act 2014 also sets out clear council obligations in providing good and effective information and advice. For this, the information is of high quality, up-to-date, reliable and effective to assist and support people to help themselves, supporting self –care and self management as well as prevention and early intervention.

2 Introduction

Telford & Wrekin Council (T&W) through our co-operative values and priorities is committed to delivering the best quality services for residents who have eligible care or support needs, within the resources available.

The Council is committed to working with its partners (particularly the voluntary & community sector, local providers of care and support, the NHS and of course service users and family carers) to develop services for residents that help people live as independently as possible with minimal intervention. We will develop a fair system of social care where the resources that are offered, relate to the level of assessed needs a person might have and where their contribution towards the costs of that care clearly relates to their ability to pay. In addition to our co-operative values, **Promoting Independence** will be at the heart of social care in Telford and Wrekin.

We will deliver this by the application and adherence to the **Threshold of Needs Matrix (Appendix 1)** which has been developed by Adult Social Care services to ensure that there is clarity for all agencies; internally and externally including clients, carers, and families regarding services to be provided. The Threshold of Needs matrix will ensure a robust and consistent approach to the delivery of services ensuring that a holistic view of the adult or carer is captured and decisions made regarding possible interventions to be offered.

It aims to provide clear guidance for all professionals to clarify the circumstances in which the Adult Social Care Services will assist in calls received in the Family Connect Service, creating a single front door for all enquiries. (This document may not illustrate all possible outcomes and solutions and professional judgement must be considered in deciding if a real concern is similar to those included in this document)

The first contact with the local authority is a key one, (for some it may be the only contact they have). Adult Social Care will provide as much information, advice and guidance as possible to prevent or delay the need for care & support to support people to self help and promote independence.

3 Commitment Statement

The [Commitment Statement](#) sets out our Co-operative Council Values and Principles to ensure that we work together with our residents, partners and local organisations to collectively deliver the best we can for the Telford & Wrekin. Underpinning this approach is our commitment to deliver the best quality services, for people who have care & support needs within the resource available. This also reflects the national Think Local Act Personal commitment in Making it Real, to transform adult social care through personalisation and community based support. Making it Real is built around 'I' Statements, which express what people have said they want to experience.

4 Whole Family Approach

To ensure we take a holistic view of the impact on the whole family and any potential need for a carer's assessment.

As part of the whole family approach, we must take into the consideration the following:

- Have regard to the needs of the family of the adult concerned
- Consider the impact of the person's needs for care & support on family members or other people that may be appropriate and be part of the family network
- Consider in terms of the impact of the person's needs on those around them, whether or not the provision of any information and advice would be beneficial to those people they have identified e.g. this may include signposting to a number of support services in the local community.

It is important to consider the impact on the wellbeing of carers and others in the adult's support network and how they can help:

- Is the carer effected by the caring role, can further information and advice support them as well as considering a carers assessment
- Offer clear information & advice as well as signposting to other support services which may be available in the local community
- If a child or children are identified as being involved in the provision of care we must consider the impact of the needs of the individual concerned on the child's wellbeing, protection, welfare, education and development as detailed in the Children's Threshold document [The Child's Journey in Telford & Wrekin](#)

5 Carers

Many people with social care needs are supported by others who care for them. Carers can be family members, a partner, friends, neighbours, etc. Supporting carers within their caring role has been acknowledged with the Care Act, 2014. We will ensure that appropriate information, advice and support is available to carers at all stages of their caring journey. We will also ensure that carers are informed of their right to have a carer's assessment which they can have either together with their cared for person or separately. Recognising there may be increased responsibilities on carers, the council will develop an agreement with carers as to how best support can be accessed while considering at all times the carers own resilience and personal wellbeing. For more information on [Carers](#) please visit the [MyLife](#) website.

6 Safeguarding

Safeguarding and promoting the welfare of all children, families, adults and older people from significant harm will require effective joint working between all officers based in the Family Connect Service, which is the Council's front door for all enquiries relating to children, families, adults and older people.

All officers and practitioners working within the Family Connect Service need to take responsibility for ensuring all actions are undertaken to prevent unnecessary escalation of issues or problems by delivering or seeking early intervention support to ensure the right response is given by the right services, at the right time.

7 Access to Services

Family Connect – Single Point of Contact – ‘Getting the right help at the right time’, provides a single point of contact for all enquiries relating to children, young people, families, adults, older people and Children's & Adults Safeguarding.

The aim is to facilitate a smooth and seamless contact that will ensure access to appropriate information, advice and guidance and if appropriate a service from adult social care this being dependant upon certain criteria being met.

The team of advisors in Family Connect Service will:

- Provide information and advice in relation to appropriate and proportionate help & support.
- Reduce the amount of inappropriate referrals to the locality services by suitably screening the calls received and re-directing them to the most appropriate services.
- The team will be supported by professionals and/or external partners as needed in the decision making conversations.

The professionals will provide bespoke advice, guidance, consultation and consider the most appropriate and proportionate action to take in support of the issues being presented.

The Adults Safeguarding officers will be involved in all discussions and enquiries received relating to safeguarding concerns for adults

8 Decision Making

The triage function will include a range of professionals undertaking constructive discussions about the information received at the initial enquiry stage and applying the Threshold of Needs Matrix.

If the decision is made that no further intervention is required, this will be communicated back to the individual and/or referrer where appropriate, as well as up dating any recording of information on the electronic client record, which will be closed.

Where decisions are made to seek further information and/or initial assessment, this will be undertaken by the Community Support Advisors, by starting the Initial Assessment process. The Community Support Advisors will refer to the Threshold of Needs Matrix to assist them in ensuring that they have collected the right level of information before professional discussions/conversations take place.

On completion of the Initial Assessment, the duty social worker at the time the information was received, will decide where the Initial Assessment is forwarded next to ensure that the right service can pick up the case.

9 Levels of Needs

The indicators listed in the Threshold of Needs Matrix provide examples of information about 'what you might see' at each level of need. However, there will often be a number of indicators present that cover the scope of several levels. Practitioners should use their professional judgement and consider the following when determining the needs of the person, family and carers as appropriate.

10 Signposting and Prevention

It is important to collect an overview of the initial findings, ensuring that information gathering and assessing the appearance of need is undertaken. This will build on the provision of initial information provided at first contact and may run concurrently, particularly in cases where there is no urgent need identified.

At this stage it may be possible to identify an early or targeted intervention such as universal services, a period of reablement or provision of equipment or minor household adaptation which could prevent, reduce or delay the progression or development of an individual's needs.

We have also developed the [Information & Advice Strategy](#) to ensure that Telford & Wrekin Adult Social Care Services meets its statutory obligations in providing good and effective information and advice as set out in the Care Act 2014 for all residents in the Borough of Telford & Wrekin.

The [Wellbeing and Prevention Strategy](#) sets out how we will help individual and families to achieve the outcomes that matter to them in life. We want children and young people to be kept safe, remain healthy and achieve at school, whilst being prepared for adulthood both financially and as active members of their local community. Equally as adults we want to see more local people living healthy, happy, more independent and fulfilling lives.

Core Duties

- The Threshold of Needs Matrix will assist the workforce in seeking to establish the total extent of needs through the first initial contact made.
- Consider whether the individual's needs impact upon their wellbeing and signpost to and/or offer advice and guidance
- Consider how the adult, their family, their existing support network and the wider community can contribute towards meeting the outcomes the individual wants to achieve
- Ensure that the individual is able to be involved as far as possible, for example by providing an interpreter or where they have a particular condition affecting communication, such as autism or deaf blindness.
- Offer an assessment where an individual has previously refused an assessment, where it is considered that the adult's or carers needs or circumstances have changed, unless the person continues to refuse
- Front line staff, providing the first contact service, should be appropriately trained and have the right skills, knowledge and competence to carry out the initial assessment. They should be able to identify a person who may lack capacity and be able to steer people seeking support to appropriate information & advice.
- Ensure that the support is available to the assessor where the assessment relates to a specific condition or circumstances requiring expert insight (i.e. autism, learning disabilities, mental health needs or dementia)
- Following the initial contact and assessment of need, staff should undertake proportionate and appropriate assessments of any adult or carer with an appearance of need, irrespective of any presumptions of the eligibility of the person's needs or financial situation.

- Give the person, from their first contact with us, as much information & advice as possible about the assessment process, in a format that is accessible to them.
- Have regard to the needs of the family of the adult to whom the assessment relates to.
- Consider the impact of the person's needs for care & support on family members or other people that may be appropriate/part of the person's network
- Consider, in terms of the impact of the person's needs on those around them, whether or not the provision of any information and advice would be beneficial to those people they have identified e.g. this may include signposting to any support services in the local community.

In order to ensure we have identified all possible solutions, we need to set out clear and effective Adult Social Care options, including self-help options:

- Identify those who would benefit from Adult Social Care services undertake an assessment of the need for Adult Social Care support or following the initial gathering of information, identify if the person would benefit from a targeted intervention or preventative service
- Provide targeted Adult Social Care services to address the assessment needs of the person and their family which focuses on activity to significantly improve the outcomes of the person.
- Ensure that the information we provide is in an accessible format to support the individual's needs

11 Urgent need

Consider whether the individual's needs impact upon their wellbeing and establish the impact of this on the adult's desired outcomes. The Care Act 2014 provides us with the ability to meet urgent need without undertaking an assessment or making a determination of eligibility, regardless of the person's ordinary residence.

There will be instances where it is obvious that immediate action is required and in such cases it is likely that the assessment will be paused to be resumed later so a fuller assessment can be conducted.

Examples of this include: (also applies to carers)

- People who are terminally ill
- Rapid deterioration in an adult's condition
- The occurrence of an incident
- A specific issue such as a stroke
- Evidence of a safeguarding issue
- Unsafe living quarters
- Admission avoidance

12 Transition between Levels of Need

It is acknowledged that people will move through the continuum of need and the necessary response will need to flex accordingly.

Universal and targeted services will meet the needs of the majority of people, including families and carers. It is the expectation where a person needs support; their needs should be identified and addressed through the Initial Assessment tool and the advice & support in the Family Connect Service. Decisions to close, plan, escalate or reduce the level of intervention must be agreed at the discussion/conversation stages of the process in liaison with the duty social worker.

Under the Care Act 2014, we are responsible for providing relevant information & advice as well as having responsibility to assess a person's care and support needs and if appropriate provide services to meet those needs.

Where the person has been assessed as no longer requiring statutory social work intervention, the social worker's role is to establish if the person would benefit from information, advice & guidance from either a universal service or a targeted service. It is crucial to offer the person, families, and carer's timely support to prevent their difficulties escalating and therefore prevent them from requiring further statutory social work intervention at a later date. Step down arrangements should be documented by the social worker on the person's electronic client record, this is essential to ensure accuracy and up-to-date records. The social worker should ensure that the person has sufficient information, advice & guidance.

Where a decision is made that the case does not need a social work assessment, then the case must be discussed with the team leader or senior practitioner in the Community Adult Social Care Services, who will assess and make a decision for care needs as appropriate.

In situations where the person's needs escalate and social care intervention is required, the statutory assessment will supersede the Community Adult Social Care Assessment and therefore, the Community Adult Social Care Assessment should be closed.

13 Information Sharing

Refer to Information Governance and policies relating to sharing of information, data protection, confidentiality, records management policy and consent [here](#)

Appendix 1 – Threshold of Needs Matrix

The Threshold of Needs Matrix is a guidance to assist with the initial, early on discussions and conversations to appropriately best place the information received. To assist with the decision making consider the following in the early conversations:

- Always start with the assets and strengths of people, their families and their communities and think about services last
- You have to prove to your peers that you have exhausted conversations one and two before embarking on conversation three
- You cannot have conversation one effectively without knowing the communities and neighbourhoods of those people you are listening to
- If someone is in crisis and having a conversation two never plan long term. Always stick to short term has a maximum chance of success
- You must really know what you are doing and the impact you are having through the daily collection of data, reflect on it and your practice all the time to keep learning

LEVEL OF NEED	OUTCOME	ASSESSMENT	RESPONSE which team <i>(Helpful as a point of reference for the teams when comparing level of need)</i>
Universal Offer– No Council Services			
<ul style="list-style-type: none"> • Living in a clean, safe & secure environment • Access to transport and material goods • Living near family/support network • Sufficient income to finance needs • No access to public funds/benefits • Management of finances/regular income • Consider voluntary/paid work undertaken • Support from carers/network in place • Access to community assets • Has capacity for mental health, physical and emotional wellbeing • Healthy lifestyle and promotes healthy choices • Appropriate hygiene, appearance and self care • No indication to substance misuse 	<ul style="list-style-type: none"> • Needs are being met • Needs can be adequately met in the community, carers, family/friends • Basic equipment/intervention is available in the community • MyLife – information & advice portal • My Choice – signposting to relevant and appropriate agencies 	<ul style="list-style-type: none"> • Signposting to other services/agencies • Universal services • Information & advice offered • Visit MyLife for other self-help options available • Community based solutions 	<ul style="list-style-type: none"> • Self help options • At this level needs are being or can be met by parents, carers, families and universal services

Prevention & Intervention – Community Adult Social Care Services

LEVEL OF NEED	OUTCOME	ASSESSMENT	RESPONSE which team <i>(Helpful as a point of reference for the teams when comparing level of need)</i>
<ul style="list-style-type: none"> • Poor housing, facilities in disrepair, seeking alternative housing options, suffering from isolation, anti-social behaviour • Concerns relating to hygiene, diet, weight and appearance • Unable to meet needs – basic needs, poverty, lack of employment • Not managing housing needs; rent, mortgage • Limited carers and support network in place • Not in employment, low finance and unable to manage finances • Has some capacity for mental health, physical and emotional wellbeing • Suffering loss/bereavement and not accessing relevant support • Difficulties in developing relationships/networks/groups • Unable to attend routine medical appointments • Low levels of anxiety, depression and stress and receiving some support or not • Problematic abuse of alcohol and substances Referral to Aquarius • Frequent hospital admissions • People with long term health conditions such as dementia, respiratory problems, diabetics who would benefit from early advice & intervention 	<ul style="list-style-type: none"> • Needs can be met by a single agency/service • Needs can be met by signposting to additional agency/service • Needs identified are short term to enable person to live independently in the community i.e. basic equipment • Needs identified are short term and can be met by Health professionals • Likely to benefit from contact with key neighbourhood partners • Needs can be met by carer, family, friends 	<ul style="list-style-type: none"> • Consider initial assessment to identify needs and plan a response, either with a single agency or services with evidence of the level of need • Plan the holistic multi-agency response • Visit Council digital solutions for other self help options available • Signpost to Community Adult Social Care Services • Ensure all information relating to Adult Social Care and financial assessment is communicated 	<ul style="list-style-type: none"> • Needs identified are short term and can be met by Community Adult Social Care Services • Offer of additional services to assist in the reablement process for the individual to live independently in the community • Ensure all information relating to Adult Social Care and financial assessment is communicated • After short term intervention a statutory assessment may be required (i.e.

Consider the proportionate ‘assessment conversations’ under the Care Act and listen to what people have to say

- How can I connect you to things that will help you get on with your life – based on assets, strengths and those of your family and neighbourhood?
- When people are at risk – What needs to change to make you safe? How do I help to make this happen? How can I pull them together in an emergency plan and stay with you to make sure it works? What is a fair personal budget and where do the sources of funding come from? What does a good life look like? How can I help you use your resources to support your chosen life? Who do you want to be involved in good support planning?

Complex/Acute Need – Community Social Work Adults Safeguarding – Section 42 For more information you can access additional information for professional, carers and health workers on the Safeguarding Adults Board link			
LEVEL OF NEED	OUTCOME	ASSESSMENT	RESPONSE which team <i>(Helpful as a point of reference for the teams when comparing level of need)</i>
<ul style="list-style-type: none"> • Housing need, unsafe environment i.e. disrepair, overcrowding • Unable to manage finances, rent, mortgages – in arrears, risk of eviction • No network support in place • Risk of violence • Signs of increasing behavioural issues, emotions and social difficulties and unable to manage • Serious/significant health related problems; terminal illness/disabilities • Risks identified for high use of alcohol and substance misuse and not engaging in any support • Evidence of high levels of mental health, stress and anxiety • Chaotic and inconsistent family support/concerns regarding family functioning • Admission to physical or mental health hospital and/or frequent admissions/re-admissions/discharges 	<ul style="list-style-type: none"> • Needs identified require intensive and co-ordinated support for complex issues via targeted services • Needs identified require a full initial assessment and Care Act assessment • Establish appropriate consent • Residential & Nursing – Specialist Assessments including: OT, Nursing, Mental Health Act, Drugs & Alcohol, Criminal Justice requirements, Deprivation of Liberty Safeguards (DOLS) • Safeguarding, Best Interest Decisions, Continuing Health Care Assessments 	<ul style="list-style-type: none"> • Needs identified require the support and guidance from Community Social Work teams • Needs identified will require more than single professional input and will require various agencies i.e. social work, OT, health, hospital admissions, discharges etc 	<ul style="list-style-type: none"> • Following discussion/ and conversations refer to Community Social Work teams for additional assessments and care plan • Ensure all information relating to Adult Social Care and financial assessment is communicated/completed

