

## Urgent or Interim Support Decision Tool

### STEP 1: Understanding the thoughts, wishes and views of the person/carer

What does the person/carer want to happen?

### STEP 2: Understanding the impact on individual Wellbeing

Impact on current Wellbeing		Tick which applies
<b>1</b>	The person/carer is currently unable to achieve what they <b>need</b> to in at least one area of Wellbeing. This is causing them significant concern and having a dramatic impact on their life.	
<b>2</b>	The person/carer is currently unable to achieve what they want <i>or</i> need to in at least one area of Wellbeing. This is causing them some concern and having some impact on their life.	
<b>3</b>	The person/carer is worried about the potential impact on their ability to achieve what they want or need to in at least one area of Wellbeing.	



### STEP 3: Understanding the level of presenting risk

Level of presenting risk		Tick which applies
<b>1</b>	The risk of carer breakdown, abuse or neglect, or that essential tasks of daily living will not be met (for example personal care, eating or drinking, medication) is very high. There are no steps that can be taken to mitigate the risks from within current networks of support.	
<b>2</b>	Some risk exists in relation to carer breakdown, abuse or neglect, or that essential tasks of daily life will not be met. However, it appears that the risk could be mitigated in the short term to sustain the situation.	
<b>3</b>	The situation appears to present either no risk at all, or a small risk of carer breakdown, abuse or neglect, or that essential tasks of daily living will not be met. Any risk is being well mitigated by the person/carers and their support network.	

### STEP 4

Using the scores from steps 2 and 3 plot the matrix below to establish whether the situation is Green, Amber or Red.

LEVEL OF PRESENTING RISK	3			
	2			
	1			
		1	2	3
	IMPACT ON INDIVIDUAL WELLBEING			

## STEP 5: Deciding whether urgent or interim support is needed

### GREEN

Based on the available information, urgent or interim support is unlikely to be needed as the situation is having no current impact on the person's Wellbeing, risks are low and are well mitigated. However, any decision not to provide urgent or interim support must have regard for the person's wishes and views about their need for interim or urgent support.

Consider what information and advice can be given to the person to help prevent or delay their need for support whilst waiting for a planned Care and Support process or intervention to begin. Explore whether there any prevention services in the community that could help (for example a health service or a community social group).

Make sure that they know what to do if their situation does change so that any needs for urgent or interim support that arise can be considered.

### AMBER

Based on the available information some interim support may be required, but this is not likely to be an urgent service (e.g. domiciliary care).

Instead the person or carer may need;

- a) Support to understand their situation;
- b) Support to understand the options available to them from within their current networks of support;
- c) Support to understand and agree how the available options can mitigate any risks whilst waiting for a planned Care and Support process to begin;
- d) Support to explore any prevention services in the community that could help (for example a health service or community social group).

NB: If the person does not feel that any alternative options explored would work, or if any of the factors required to mitigate risks cannot be realised then the level of presenting risk would increase and the need for urgent support may arise.

Depending on the complexities of the situation, the risk to the person's Wellbeing and the nature of the risk (particularly whether the risk or related to abuse or neglect), the situation may or may not require monitoring. Where a decision to monitor is made the method of doing so should be agreed with the person.

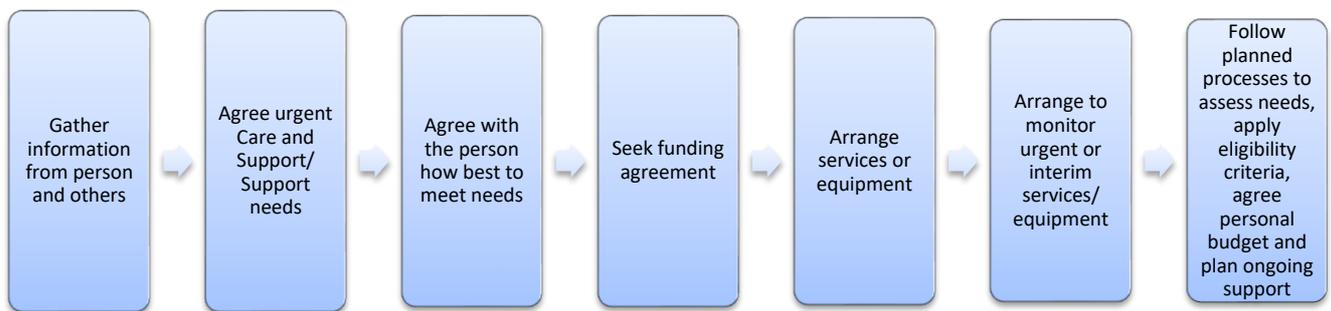
Make sure that they know what to do if their situation does change so that any needs for urgent or interim support that arise can be considered.

**RED**

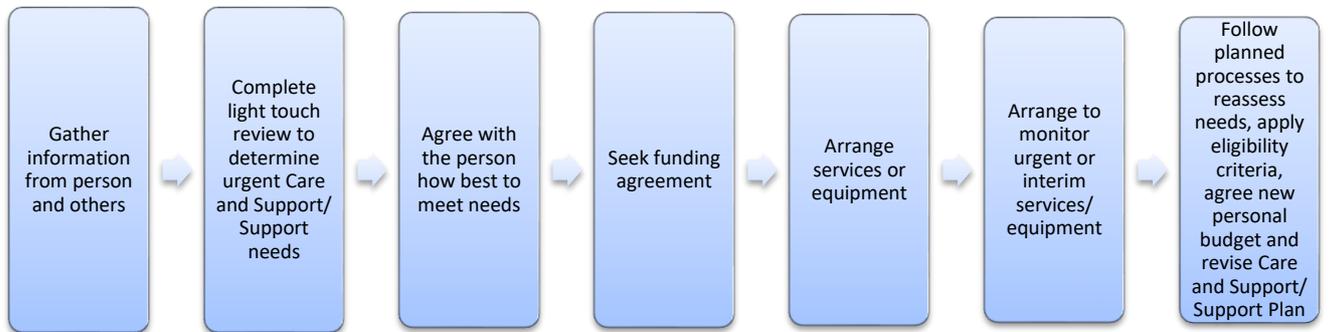
Based on the available information, the need for urgent or interim support is clear. The level of risk is extremely high and there are no options to mitigate the risks identified whilst waiting for a planned Care and Support process to begin. However, the method of intervention should have regard for the person’s wishes and views and be proportionate to the situation.

**STEP 6: Meeting urgent and interim needs process**

a) Meeting urgent needs when a person is waiting for an assessment of need



b) Meeting urgent needs when a person is waiting for a review



c) Meeting the urgent needs of a person who is not ordinarily resident in the area

