

Adult Social Care

Right Help, Right Time to Promote Independence

Assessment & Eligibility Policy

Assessment and Eligibility Policy Governance

Title	Assessment and Eligibility Policy
Purpose/scope	Adult Social Care response to its statutory responsibilities in relation to the undertaking of assessments, reviews and application of eligibility criteria as outlined in the Care Act 2014.
Subject key words	Assessment and Eligibility Reviews Procedures and Process for undertaking assessments
Council Priority	Protect and support our vulnerable children and adults Improve the health and wellbeing of our communities and address health inequalities
Lead author & contact details	Service Delivery Manager: Community Casework
Date Established	November 2018
Date of Next Review	January 2021
Service Improvement & Efficiency Validation	
Legal Sign Off	November 2018
Finance Sign Off	N/A
Approver	Assistant Director Adult Social Care

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1. POLICY STATEMENT

The assessment and eligibility process is one of the most important elements of the care and support system. The assessment is one of the key interactions between Telford & Wrekin Adult Social Care and an individual, **whether an adult needing support or a carer.**

2. PURPOSE OF THE POLICY

This policy and procedure states Telford & Wrekin Council's Adult Social Care's response to its statutory responsibilities in relation to the undertaking of assessments, reviews and application of eligibility criteria as outlined in The Care Act 2014 ,The Care and Support (Assessment) Regulations 2014 , the Care and Support (Eligibility Criteria) Regulations 2014 and supporting statutory guidance.

3. POLICY INFORMATION

This policy and procedure details the legal framework under which Adult Social Care undertakes Assessments and Reviews, following the national Eligibility framework, set out under the Care Act 2014.

3.1 Service-Specific Information

This Policy applies equally across all operational social service areas.

3.2 Assessment Principles

In order to meet the duties outlined in The Care Act 2014 and supporting regulations and statutory guidance, Telford & Wrekin Council Adult Social Care will complete assessments under a set of principles.

These principles include:

- **Supporting a person centred approach with the person's involvement in the assessment**
- **A preventative approach, promoting independence**
- **Building on individuals strengths and assets**
- **Support and Assessment that is proportionate and appropriate to presenting needs**
- **Supporting and enabling self assessment**
- **Combining and integrating health and social care assessments where appropriate**
- **Considering fluctuating needs and impact on whole family**
- **Considering the impact on an adults and carers well-being**

3.3 Whole Family Approach

Adult Social Care will take a holistic view of the persons needs and identify how the adult's needs for care and support impact on family members or others in their support network.

Adult Social Care will ensure that adults' and children's care and support services work together to ensure the assessment is effective. Identification of a young carer in the family will result in an offer of a needs assessment for the adult requiring care and support and, where appropriate, consider whether the child or young carer should be referred for a

young carer's assessment or a needs assessment under the Children Act 1989 or young carer's assessment under section 63 of the Care Act 2014.

3.4 Advocacy

Telford & Wrekin Adults Social Care will involve appropriate use of advocacy in its assessment and re-assessment (review) processes to support individuals with expressing their views and wishes regarding needs and outcomes. In order to do this Adult Social Care will seek to ascertain whether an individual is able to be involved in their assessment and consider whether the individual has substantial difficulty in doing so.

Consideration will be given as to whether an adult would experience substantial difficulty in any of these four areas:

1. Understanding the information provided;
2. Retaining the information;
3. Using or weighing up the information as part of the process of being involved;
4. Communicating the person's views, wishes or feelings

Where a person has substantial difficulty in any of these four areas, assistance will be provided with advocacy support when there is no appropriate person willing or able to facilitate a person's involvement in an assessment.

Where there is concern about a person's capacity to make a specific decision an assessment of capacity will be carried out under the Mental Capacity Act 2005 (MCA).

3.5 Refusal of Assessment

An adult with possible care and support needs or a carer may choose to refuse to engage with Adult Social Care or to have an assessment. The person may choose not to engage or have an assessment because they do not feel that they need care or they may not want local authority support. In such circumstances Telford and Wrekin Adult Social Care is not required to carry out an assessment.

However, where Adult Social Care identifies that an adult lacks mental capacity and that carrying out a needs assessment would be in the adult's best interests, Adult Social Care must carry out an assessment. This is also the case if the adult lacking mental capacity is experiencing, or is at risk of experiencing, abuse or neglect.

Where the adult who is or is at risk of abuse or neglect has capacity and is still refusing to engage or have an assessment, Adult Social Care must undertake an assessment so far as possible and document this.

Adult Social Care should continue to keep in contact with the adult and carry out an assessment if the adult changes their mind, and asks them to do so.

In instances where an individual has refused a needs or carer's assessment but at a later time requests that an assessment is carried out, Adult Social Care must do so. Additionally, where an individual previously refused an assessment and Adult Social Care establishes that the adult or carer's needs or circumstances have changed, Adult Social Care must consider whether it is required to offer an assessment, unless the person continues to refuse.

A reassessment can be requested at any time.



3.6 Personal Budgets

A Personal Budget is the mechanism that, in conjunction with the support plan, enables the adult and their advocate, if they have one, to exercise greater choice and take control over how their care and support needs are met. Within Adult Social Care this means:

- knowing, before care and support planning begins, an estimate of how much money will be available to meet a person's assessed needs and, with the final personal budget, having clear information about the total amount of the budget, including proportion that Adult Social Care will pay, and what amount (if any) the person will pay;
- being able to choose from a range of options for how the money is managed, including:
 - Direct payments,
 - Adult Social Care managing the budget
 - A provider or third party managing the budget on the individual's behalf (an individual service fund), or
 - A combination of these approaches;
- having a choice over who is involved in developing the care and support plan for how the personal budget will be spent, including support from family or friends;
- having greater choice and control over the way the personal budget is used to purchase care and support, and from whom

Adult Social Care will ensure that resources will be allocated fairly, consistently and in a transparent way. The assessment process will be supported by a Resource Allocation System (RAS). The purpose of the RAS component of the assessment/review is to identify an indicative personal budget with enough resources to enable an adult to meet their identified eligible needs.

3.7 Recording

Adult Social Care will ensure that all assessments are recorded in a consistent, clear and confidential manner. Adult Social Care will also:

- Provide the adult with a record of their assessment or carer's assessment
- Provide the adult with a record of their eligibility determination
- Share a copy of the assessment with other individuals requested by the adult
- Where an advocate is involved, they will be kept informed

3.8 Financial Contribution

Telford & Wrekin Council Adult Social Care will maximise the resources available to meet need, by charging for certain services (people have a right to a Care Act assessment at no cost to themselves) in accordance with the Charging Policies of the Council.

3.9 NHS and Continuing Health Care (CHC)

Telford & Wrekin Council Adult Social Care has a duty to carry out an assessment where a person has an appearance of needs and a duty to meet eligible needs. The Local authority cannot arrange services that are the responsibility of the NHS. However, Adult Social Care may provide or arrange healthcare services where they are incidental or ancillary to doing something else to meet needs for care and support and the service or facility in question is of a nature that a local authority could be expected to provide.

Ultimate responsibility for arranging and monitoring the services required to meet the needs of those who qualify for NHS CHC rests with the NHS.

~~Telford & Wrekin Council Adult Social Care and the CCG (Clinical Commissioning Group) will work together to ensure that the assessments of eligibility for care and support and CHC respectively take place in a timely and consistent manner. A package of care can be jointly funded by Adult Social Care and the relevant CCG, for example NHS funded nursing care and other NHS services that are beyond the powers of a Local Authority to meet.~~

Where it appears that a person may be eligible for NHS Continuing Healthcare (NHS CHC), Telford & Wrekin Council Adult Social Care will notify the relevant CCG.

3.10 Eligibility Criteria

Telford & Wrekin Council Adult Social Care complies with the national eligibility threshold.

Eligibility determinations will be made on the basis of an assessment. Once an eligibility determination has been made using the Eligibility Decision Process (see appendix A) Telford & Wrekin Council Adult Social Care has determined whether it will meet the person's needs (whether eligible or not). A financial assessment and ordinary resident check will then be undertaken or run in parallel to the needs assessment.

3.11 Reviews

The authority has to ensure that it regularly reviews the needs of people receiving adult care and support services arranged or provided by the Council. This is to ensure that people are still eligible to receive services and that the services being provided are achieving the agreed outcomes as set out in their support plan. This involves regularly re-assessing an individual's needs.

Review will be undertaken the following circumstances:-

- Initial Review within 3 months of the first service being provided or major changes in service provision being effected, and thereafter at least annual Reviews of the individual's needs.
- Where there is any significant change in an individual's situation, Review to determine "current" eligibility will be undertaken.
- Reviews can also be requested by the individual or their carer where it is felt there has been a change in circumstances or it is felt that the services are no longer meeting their needs.

Where an individual is classed as an inactive case, a Review will be scheduled every year as a minimum to ensure that the services they receive are still meeting their needs or that their needs have not escalated since services were introduced. As the individual will not be allocated a worker on an on-going basis, the Team Leader will allocate Reviews to the most appropriate worker when the Review is due/requested.

Whenever an individual is provided with services to address their on-going eligible social care needs, the case will be allocated to the Assessment and Case Management Team who will determine whether the individual is an active or inactive case.

Where an individual's situation is unstable, they require regular contact with social Care or their service needs to be monitored closely, their case will be considered to be an active case. Where an individual receives on-going services which result in their condition remaining stable, the case will be considered inactive until such time as their circumstances change or their care is reviewed (whichever is the sooner).

All active cases will be allocated a worker from assessment and case management who will act as the individual's first point of contact within Adult Social Care and will provide on-going monitoring of the individual and the services they receive in partnership with any service providers. This worker will continue to manage the individual's case to ensure that services are being provided in line with their support plan.



Reviews should:-

- Involve the people who use services, their carer and providers as fully as possible
- Establish whether care services have achieved the agreed outcomes as set out in the support plan
- Reassess the needs and risks faced by individual users of services
- Determine the continued eligibility for care services
- Confirm or amend the current Support plan or lead to closure of a case
- Comment on how the individual is managing their finances where appropriate
- Agree actions for the future
- Update the indicative personal budget

4. PROCEDURE STATEMENT

This policy and procedure replaces all existing policies and procedures for Telford & Wrekin Council Adult Social Care in regards to assessment and eligibility.

This policy and procedure is a publicly available document and can be accessed via the Adult Social Care web pages on the Council's website and the Adults Tri-X site for internal staff.

5 PROCEDURE DETAILS

5.1 Purpose

An assessment will seek to establish:

- care and support needs,
- what outcomes the person is looking to achieve to maintain or improve their well-being and
- how care and support might help in achieving those outcomes.

This will be done before consideration is given to a person's eligibility for care and support.

5.2 Assessment and Eligibility Process

The assessment and eligibility process is a flexible process to identify any level of need for care and support. It is the intention of the process that Telford & Wrekin Council Adult Social Care can collate relevant person centred information in a timely, appropriate and proportionate manner. This will support a proportionate and appropriate response at the right time, based on the individual's needs.

An assessment will consider, with the individual, how their support network and the wider community can contribute towards meeting the outcomes the person wants to achieve. This will include pro active problem solving and positive risk taking as part of the process.

In a case where Telford & Wrekin Council Adult Social Care delegates an assessment it will ensure that:

- the body carrying out the assessment complies with all the requirements within this Policy
- fulfils all relevant duties under the Care Act 2014 ,regulations and statutory guidance
- processes are in place to ensure that Telford & Wrekin Council Adult Social Care ~~is notified if a Safeguarding issue is identified.~~

The assessment will consider all of the adult's care and support needs, regardless of any support being provided by a carer. The support provided by the carer will be captured during the assessment but it will not influence the eligibility determination. After the eligibility

determination has been reached, if the needs are eligible or Telford & Wrekin Council Adult Social Care otherwise intends to meet them, the care provided by the carer will be taken into consideration when support planning.

5.3 Definition of Assessments

Initial Assessment

The assessment process starts from when Telford & Wrekin Council Adult Social Care begin to collect information about the person. In Telford and Wrekin this is at first point of contact and will be known as an initial assessment. This is a collection of basic information which will include identified needs and potential outcomes and impact on well-being.

Supported Assessment

Where there is a need for more in depth assessments then this initial assessment will develop into a supported assessment. A supported assessment is an integral part of the person's journey through our care and support system as their needs change.

The supported assessment process is not a gateway to care and support, but will be a supported conversation to help individuals identify their own situation, needs, outcomes and impact on their well-being. The supported assessment process:

- Is a critical intervention in its own right, putting the person at the centre of the assessment
- Is a supportive process to enable individuals to understand their situation and the needs they have, to reduce or delay the onset of greater needs, focus on outcomes and well-being
- Identifies support for individuals when they require it.
- Supports individuals to understand their strengths and capabilities, and the support available to them in the community and through other networks and services.

It should:

- involve any carer and/or any other person requested
- seek to involve somebody who can assist the adult in engaging with the process if the adult cannot effectively do so. This could be an appropriate family member or friend, or in certain circumstances an independent advocate (see 3.4)
- where there is concern about a person's capacity to make a specific decision an assessment of capacity should be carried out under the Mental Capacity Act 2005 (MCA).

5.4 Supported Self-Assessment

A supported self-assessment is an assessment carried out jointly with the adult with care and support needs or carer and Telford & Wrekin Council Adult Social Care. It should undertake all the activity as outlined for a Supported assessment. A supported self- assessment will be offered where the adult or carer is able, willing and has capacity to undertake it.

Where a supported self-assessment is undertaken Telford & Wrekin Council Adult Social Care will:

- Ensure the person has capacity to fully assess and reflect their own needs
- Provide any relevant information so the adult or carer is equipped with the same information as the assessor
- ~~Ensure consent to share information is provided~~

- Where the person lacks capacity, only information that is in the person's best interests is shared

- In the case of a young carer, Telford & Wrekin Council Adult Social Care will consider whether it is appropriate to share the information about the person the young carer

cares for

- Under section 9 of the Care Act 2014 Adult Social Care will ensure that the assessment is an accurate and complete reflection of the person needs, outcomes and impact of need on their well-being
- With permission seek the views of those in regular contact with the person self-assessing
- Where the adult has capacity but experiences substantial difficulties in understanding, retaining and using relevant information in relation to their supported self-assessment a carer, family member, person from a wider support network or advocate will be used to support the adult to self-assess
- Ensure the supported self-assessment is completed in a suitable timescale
- Once assurance that the supported self-assessment accurately captures the adult situation an eligibility determination will be undertaken. The final judgement on eligibility remains with Telford & Wrekin Council Adult Social Care
- Telford & Wrekin Council Adult Social Care will inform the adult of their eligibility judgement

5.5 Specialist Assessment

The supported assessment will be undertaken by a suitably trained and qualified worker. There may be needs identified that need to be assessed by a specialist worker to determine specific need outcomes. This may include:

- Social work assessments in particular relation to The Mental Capacity Act 2005, Deprivation of Liberty Safeguards,
- Safeguarding
- Occupational Therapy
- Physiotherapy
- Assistive Technology (non-statutory)

These assessments will be statutory assessments in their own right and therefore there are appropriate procedures and guidance to support these processes. However they will support the needs and outcomes focused approach of the Supported Assessment.

5.6 Carers Assessment

Where a person provides or intends to provide care for another adult and it appears that the carer may have any level of need for support, Telford & Wrekin Council Adult Social Care (or commissioned organisation) will carry out a carer's assessment. This will give consideration to:

- needs for support,
- sustainability of caring
- outcomes the carers wants to achieve in their daily life and beyond their caring responsibilities
- whether the carer is able and willing to support the adult
- potential future need for support
- the practical and emotional support provided to the cared for
- the impact of caring responsibilities on a carer's desire and ability to work and to partake in education, training or recreational activities, such as having time to themselves
- Eligibility, see Appendix B
- Risk to the carers health

Where an adult provides care under contract (e.g. for employment) or as part of voluntary work, they will not normally be regarded as a carer, therefore Telford & Wrekin Council Adult Social Care would not be required to carry out a carers assessment. There may be circumstances in the latter where the nature of the relationship between the cared for and carer, means they ought to be considered a carer within the scope of the Care Act 2014. In these circumstances Telford &

Wrekin Council Adult Social Care will carry out an assessment if it judges there is reason to do so.

5.7 Process

Assessments can be carried out in various ways, including but not limited to:

- A face-to-face assessment between the person and an assessor
- A supported self-assessment with a person by experience.
- An online or phone assessment
- A joint assessment, where relevant agencies work together.
- A combined assessment, where an adult's assessment is combined with a carer's assessment and/or an assessment relating to a child so that interrelated needs are properly captured.

The supported assessments process will enable individuals to:

- develop an understanding of the assessment process;
- develop an understanding of the implications of the assessment process on their condition(s) and situation;
- understand their own needs, the outcomes they want to achieve and the impact of their needs on their own wellbeing to allow them to engage effectively with the assessment process;
- start to identify the options that are available to them to meet those outcomes and to support their independence and wellbeing;
- understand the basis on which decisions are reached.

From First Point of Contact and Initial Assessment wherever possible:

- Information about the assessment process will be available in accessible formats
- The list of assessment questions to be asked for a supported assessment will be provided in advance.
- Give consideration to the preferences of the individual with regard to the timing, location and medium of the assessment.
- Specialist interpreter is provided where required
- Assessments are person-centred, flexible, appropriate and proportionate to each individual case
- Regard is given to:
 - the person's wishes and preferences and desired outcomes
 - impact on well-being
 - the severity and overall extent of the needs
 - potential fluctuation of a person's needs

5.8 Combining Assessments

Telford & Wrekin Council Adult Social Care may combine assessments of an adult, a carer or other assessment where the individuals agree and the consent condition is met in relation to a child. If consent is not agreed the assessments will be undertaken separately.

5.9 Integrated Assessment

Telford & Wrekin Council Adult Social Care will undertake a holistic approach to assessments and will:

- work together with other professionals on a single assessment
- link together various care and support plans to set out a single, shared care pathway

Telford & Wrekin Council Adult Social Care may carry out the care and support assessment:



- jointly with any other assessment
- undertake an assessment on behalf of another body, where this is agreed.

Where an assessment involves a body from outside of Telford & Wrekin, Telford & Wrekin Council Adult Social Care will provide appropriate resources or facilities which may be required to carry out the assessment. This may include:

- provision of facilities
- relative information relating to the person being assessed

5.10 Adults Who Lack Mental Capacity

If a person is unable to request an assessment or struggles to express their needs, Telford & Wrekin Council Adult Social Care will carry out supported decision making and carry out a Capacity Assessment if required. The person will be involved as much as possible in the assessment. Urgent needs will be met prior to the completion of an assessment and regardless of the persons ordinary residence.

Where there is concern about a person’s capacity to make a decision, for example as a result of a mental impairment such as those with dementia, acquired brain injury, learning disabilities or mental health needs, a face-to-face assessment will be undertaken.

5.11 Assessing Capacity

Where an individual appears to lack the capacity to assess their own support needs, an assessment under the Mental Capacity Act 2005 (MCA) should be carried out. The decision maker, if the person is deemed to lack capacity, will also make the decisions relating to the assessment under the Best Interests guidance, taking into account the views of all relevant people including family, friends and representatives having regard to s4 MCA and the Code of Practice. These views will be recorded in the Representatives Views of the Assessment.

5.12 Eligibility

When considering whether an adult with care and support needs has eligible needs Adult Social Care will consider whether (see Appendix A):

- The adult’s needs arise from or are related to a physical or mental impairment or illness
- As a result of the adult’s needs, the adult is unable to achieve two or more of the specified outcomes
- As a consequence of being unable to achieve these outcomes there is, or there is likely to be, a significant impact on the adult’s wellbeing

An adult’s needs are only eligible where they meet all three of these conditions.

Telford & Wrekin Council Adult Social Care will determine how the adult’s inability to achieve the outcomes above impacts on their wellbeing. Where the adult is unable to achieve more than one of the outcomes, Telford & Wrekin Council Adult Social Care will consider whether:

- the cumulative effect of being unable to achieve those outcomes is one of a “significant impact on wellbeing”.
- ~~• the adult’s inability to achieve the outcomes above impacts on at least one of the areas of wellbeing in a significant way~~
- the effect of the impact on a number of the areas of wellbeing means that there is a significant impact on the adult’s overall wellbeing.



Telford & Wrekin Council Adult Social Care will only take in to consideration whether the adult has a carer, or what needs may be met by a carer, after the eligibility determination when a care and support plan is prepared.

Once an Eligibility determination has been made Adult Social Care will:

- provide the adult with a copy of their decision
- If there are **no** eligible needs, information and advice, will be provided on what can be done:
 - to meet or reduce the needs
 - to prevent or delay the development of needs in the future
 - to tailor the package of information to the needs the adult does have
- If there are eligible needs Telford & Wrekin Council Adult Social Service will:
 - agree with the adult which of their needs they would like Telford & Wrekin Council Adult Social Care to meet
 - consider how Telford & Wrekin Council Adult Social Care may meet those needs
 - establish whether the adult meets the ordinary residence requirements
 - determine whether the Council should contribute towards the cost of meeting eligible and unmet needs based on outcome of a financial assessment

6. POLICY IMPLICATIONS

6.1 Legal Implications

This policy outlines the Authority's obligations for provision of social Care in line with the Care Act 2014 and its supporting regulations and statutory guidance.

Telford & Wrekin Council Adult Social Care has a duty to carry out a needs assessment in order to determine whether an adult has needs for care and support. The assessment:

- must be provided to all people who appear to need care and support, regardless of their finances or whether the local authority thinks their needs will be eligible
- must consider the adult's needs and how they impact on their wellbeing, and the outcomes they want to achieve
- must be carried out with involvement from the adult and, where appropriate, their carer or someone else they nominate, including in certain circumstances (see 3.4) an independent advocate provided by the local authority

As part of the process, Telford & Wrekin Council Adult Social Care must consider other things besides services that can contribute to the desired outcomes, and whether any universal preventative services or other services available locally, could help them stay well for longer. For example, the local authority may offer the person a period of reablement to reduce needs and regain skills, before completing the assessment.

The regulations which support the Act ensure that the assessment is appropriate and proportionate, so that people have as much contact with the local authority as they need. In addition, they require the local authority to consider the wider needs of the family of the person (for instance, if there is a young carer).

The regulations also require that assessors have the appropriate training, and that experts carry out complex assessments such as for people who are deaf blind.

If the person agrees and has capacity, they may also carry out a self-assessment, where the person takes the lead in identifying their own needs and outcomes. The local authority will still be involved to help support the process, and to be satisfied that the person has identified all of their needs, but the person can take more control.

6.2 Finance and Value for Money Implications

There are no financial or value for money implications associated with this policy.

6.3 Economic Impact

There is no economic impact associated with this policy.

6.4 Environmental Impact

There is no direct environmental impact associated with this policy.

6.5 Other Impacts

There are no other impacts associated with this policy.

7 CROSS REFERENCE INFORMATION

7.1 Standards

HCPC is the regulator for Social Care

7.2 Legislation

- The Care Act 2014
- The Care and Support (Assessment) Regulations 2014
- The Care and Support (Eligibility Criteria) Regulations 2014
- Data Protection Act 1998
- Freedom of Information Act 2000
- Human Rights Act 1998
- Caldicott Guardianship in Social Care
- Children Act 1989
- Mental Health Act 1983
- Deprivation of Liberty Safeguards (DOLS)
- Mental Capacity Act 2005

7.3 Systems Implications

The Case Management system is currently Liquid Logic.APPENDIX A:

Eligibility decision process – for Adults with Care and Support Needs		
1. Needs	2. Outcomes	3. Wellbeing
<p>The adult's needs arise from or are related to a physical or mental impairment or illness.</p>	<p><i>As a result of the needs, the adult is unable to achieve two or more of the following:</i></p> <ul style="list-style-type: none"> a) managing and maintaining nutrition; b) maintaining personal hygiene; c) managing toilet needs; d) being appropriately clothed; e) maintaining a habitable home environment; f) being able to make use of the home safely; g) developing and maintaining family or other personal relationships; h) accessing and engaging in work, training, education or volunteering; i) making use of necessary facilities or services in the local community including public transport and recreational facilities or services; j) carrying out any caring responsibilities the adult has for a child. 	<p><i>As a consequence, there is or is likely to be a significant impact on the adult's wellbeing, including the following:</i></p> <ul style="list-style-type: none"> a) personal dignity (including treatment of the individual with respect); b) physical and mental health and emotional wellbeing; c) protection from abuse and neglect; d) control by the individual over day-to-day life (including over care and support provided and the way it is provided); e) participation in work, education, training or recreation; f) social and economic wellbeing; g) domestic, family and personal relationships; h) suitability of living accommodation; i) the individual's contribution to society.

APPENDIX B:

Eligibility decision process – for Carers		
1. Needs	2. Outcomes	3. Wellbeing
<p>The needs arise as a consequence of providing necessary care to an adult, and the carer is 'unable' to achieve the following:</p>	<p><i>As a result of the carer's needs, either:</i></p> <ul style="list-style-type: none"> a) the carer's physical; or mental health is, or is at risk of, deteriorating, or b) the carer is unable to achieve any of the following outcomes: <ul style="list-style-type: none"> i. carrying out any caring responsibilities the carer has for a child; ii. providing care to other persons for whom the carer provides care; iii. maintaining a habitable home environment; iv. managing and maintaining nutrition; v. developing and maintaining family or other significant personal relationships; vi. accessing and engaging in work, training, education or volunteering; vii. accessing and engaging in work, training, education or volunteering; viii. making use of necessary facilities or services in the local community including recreational facilities or services; ix engaging in recreational activities. 	<p><i>As a consequence, there is or is likely to be a significant impact on the carer's wellbeing, including:</i></p> <ul style="list-style-type: none"> a) personal dignity (including treatment of the individual with respect); b) physical and mental health and emotional wellbeing; c) protection from abuse and neglect; d) personal dignity (including treatment of the individual with respect); physical and mental health and emotional wellbeing; f) protection from abuse and neglect; g) control by the individual over day-to-day life (including over care and support provided and the way it is provided); h) participation in work, education, training or recreation; i) social and economic wellbeing; j) domestic, family and personal relationships; k) suitability of living accommodation; l) the individual's contribution to society.

