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The following prioritisation schedule will generally be followed to determine the order in which assessments can be offered.

### **Priority 1 – Very High Need**

- Where the person's situation is in crisis and immediately unstable and there is immediate danger of significant harm to the person/where intervention is required to facilitate a discharge from hospital/residential care or prevent admission to the same
- Inability to transfer on/off toilet, chair and bed (an essential need for moving and handling equipment)
- Mobility problems where there is a severe risk of injury – for example, from a fall
- Replacement/repair of a vital piece of equipment, where the person cannot manage without it
- Provision of an essential piece of equipment to facilitate discharge from hospital and where the NHS do not supply
- Request to view accommodation offered as part of a rehousing plan
- Lack of confidence and competence to carry out key activities of daily living

### **Priority 2 – High Need**

- Where the person's situation is under considerable stress and there is potential risk of breakdown in the short term.
- Severe problems with mobility and/or on steps and stairs or with access to essential facilities
- Severe problems with transfers on/off chair and bed
- All problems with transfers on/off toilet
- Severe problems with personal care activities, such as eating, dressing and maintaining personal hygiene (washing)
- Severe difficulty with domestic tasks – for example, cooking, using taps, carrying food

### **Priority 3 – Moderate Need**

- Without support the person's situation is likely to deteriorate which may result in unacceptable risks
- Some difficulty with mobility and/or on steps and stairs
- Access to property or parking for regular use

- Requests for rehousing or heating assessments
- Some difficulty with transfers on/off bed or chair
- Some difficulty with personal care – for example, eating, dressing and maintaining personal hygiene (washing)
- Some difficulty with domestic tasks – for example, cooking, using taps, carrying food

**Please Note:** The priority given will be affected by information about the general safety of the person, whether they live alone or have a carer who is under stress, or if they have experienced a recent traumatic disability or been diagnosed with a deteriorating condition.

### **Response Times**

All contact assessments/referrals triaged within 48 hours

Duty visits and Priority 1 within 1-10 working days

Priority 2 within 4-8 weeks

Priority 3 within 12-18 weeks.