

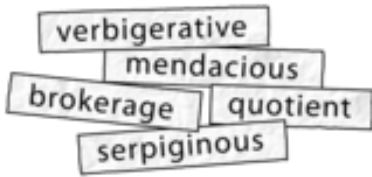
An easy guide to:

**The Eligibility Criteria
Policy**

**for
adult services**



What this document is about



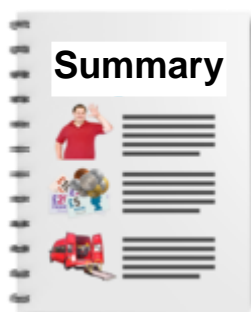
In this document we have used some words that not everybody will understand. We have written these words in **bold**.



If you see a word written in **bold** this word will be explained somewhere in the document.

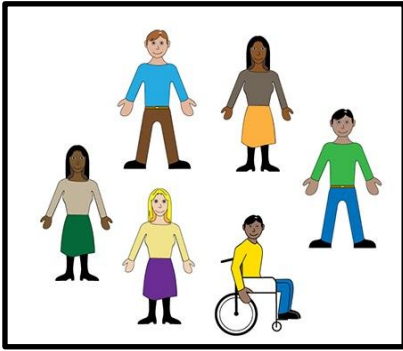


This is an easy read **summary** of the East Dunbartonshire Eligibility Criteria Policy for Community Care (Adult) Services



A **summary** is a short version of a report that tells you only the main points.

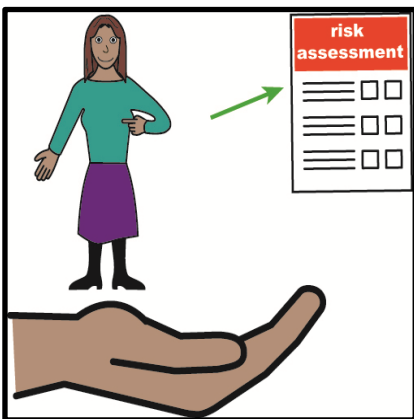
About Eligibility Criteria



Adult community care services help lots of people to stay safe and be independent, but we do not have enough services for everything that people might ask for.



So we use “**eligibility criteria**” to help decide who needs our services most and what those services should be for.



Eligibility criteria puts people’s needs into 4 different **risk** groups:

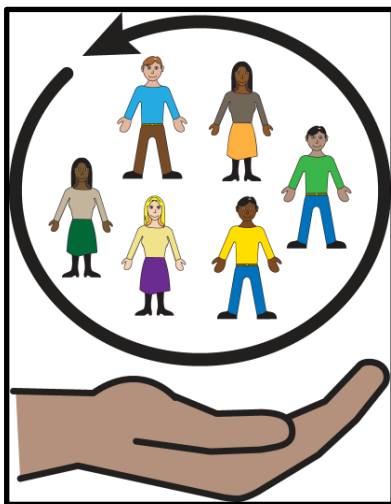
- Critical Risk
- Substantial Risk
- Moderate Risk
- Low Risk



Thinking about **risk** means keeping people safe while also giving people the **independence** that is also important.

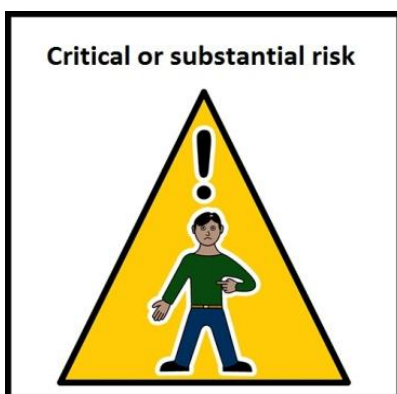
Independence is about you doing as many things as possible yourself and deciding how support should help you to do this.

Who Do We Provide Services To?

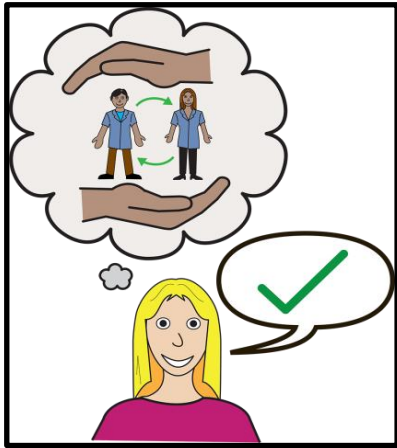


The Eligibility Criteria says that we will provide services for people who are at **critical or substantial risk**.

If your needs are assessed as moderate or low, we will help you to find different ways to get support.

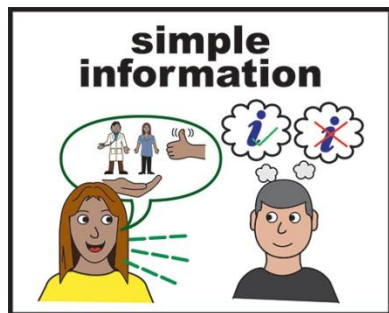


Critical or substantial risks are big risks to an individual's independent living or health and well-being. People would need help with these risks very quickly, or they could be unsafe.



People at critical and substantial risk might get help with dressing, toileting, bathing, eating, taking medicines and keeping safe.

They might also get help if they are on their own a lot, without people to rely on.



Moderate and low risks are not so urgent, but people might be helped with household tasks (like tidying up) or with social activity in the community (like going to a club).



We can provide advice on this or put you in contact with other people or services that can help you.



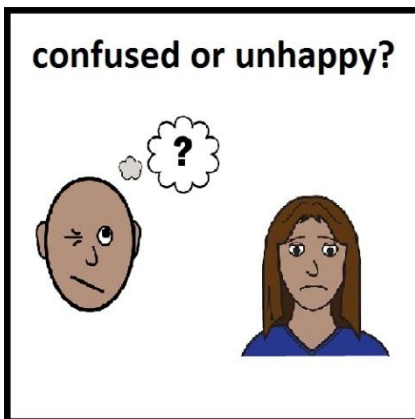
If you are at moderate risk you might be able to get some support for a short time, to stop things getting worse.

How do I know what risk band I fall into?



A Social Worker will visit you to assess your needs. They will decide if your needs are critical, substantial, moderate or low.

What if I am not happy with my assessment?



If you are confused or not happy with your assessment tell your Social Worker who will help solve the problem if they can.



If they can't, they will put you in touch with their manager who will try to sort out any problems you have.

If you are still not happy, you can make a complaint. You can be given help to do this.