

North Highland Adult Health and Social Care – Eligibility Criteria.

Need/Risk	Critical Need/ Risk	Substantial Need/Risk	Moderate Need/Risk	Low Need/Risk
Physical Health	<ul style="list-style-type: none"> •The person has significant disability and/ or health problems which cause immediate risk. •Threat of harm, danger or loss of life. 	<ul style="list-style-type: none"> •The person has disability and/ or health problems which cause significant threat to health, safety or independence. 	<ul style="list-style-type: none"> •The person has some health problems/ diagnosis indicating some risk to independence. •The person has potential to maintain health and wellbeing with support. 	<ul style="list-style-type: none"> •The person can maintain health and wellbeing with minimal support. •The person can make informed choices about maintaining their own health and wellbeing.
Mental Health	<ul style="list-style-type: none"> • The person displays unpredictable behaviours/symptoms which will cause harm to self or others 	<ul style="list-style-type: none"> •The person may present s predictable behaviours/symptoms that may cause harm to self or others 	<ul style="list-style-type: none"> • The person can have presenting infrequent behaviours/symptoms that may present risk to self or others. 	<ul style="list-style-type: none"> • The person can maintain health and wellbeing with minimal support and there is low risk to self or others.
Personal Care	<ul style="list-style-type: none"> • The person is unable to manage the most vital personal care or domestic tasks, causing harm or major risk to independence. 	<ul style="list-style-type: none"> • The person is unable to manage many aspects of personal care or domestic tasks, causing harm or significant risk to independence. 	<ul style="list-style-type: none"> • The person is unable to do some aspects of personal care, with or without prompting, indicating some risk to independence. • The person would benefit from intervention that will prevent the need/risk escalating to critical or substantial risk/need. 	<ul style="list-style-type: none"> • The person has difficulty in one or two aspects of personal care and/or domestic routines indicating little risk to independence.
Vulnerability	<ul style="list-style-type: none"> • The person has experienced serious abuse, neglect or harm has occurred or is strongly suspected. 	<ul style="list-style-type: none"> • The person has experienced abuse, neglect or harm has occurred or is strongly suspected. 	<ul style="list-style-type: none"> • Due to vulnerabilities there may be potential risks of abuse/ harm. • The person would benefit from intervention that will prevent the need/risk escalating to critical or substantial risk/need. 	<ul style="list-style-type: none"> •Preventative measures are in place including information to minimise potential risk of abuse to the person.
Decision Making Skills	<ul style="list-style-type: none"> • The person has extensive / complete loss of choice and control over vital aspects of daily life/ home environment causing major harm or danger to self or others. 	<ul style="list-style-type: none"> •The person has substantial loss of choice and control managing daily life/home environment causing a significant risk of harm or danger to self or others. 	<ul style="list-style-type: none"> • The person is able to manage some aspects of daily life home environment, leaving some risk to independence. 	<ul style="list-style-type: none"> • The person is able to maintain their daily life home environment with no or minimal support.
Environment	<ul style="list-style-type: none"> • The person's home environment does not enable the person or their carer to manage risk safely. 	<ul style="list-style-type: none"> • The person's environment means that they are at risk of admission to hospital, or that there are substantial risks in them returning/remaining at home. Carers require a safe environment to support the individual. 	<ul style="list-style-type: none"> The person's environment has risks which are manageable to prevent escalation to sustainable need. 	<ul style="list-style-type: none"> •The person's environment enables them to engage in active and independent living.
Carer Relationship	<ul style="list-style-type: none"> • The carer has major health difficulties, caused by the impact of their caring role, which pose a risk of harm to themselves or others. •The carer relationship has collapsed and there is a need for immediate care and support. •The carer has more than one caring responsibility for individuals with high needs •There is no carer support. 	<ul style="list-style-type: none"> • The person has essential personal care and support needs that are being met by a carer whose own health and wellbeing are at significant risk. •The carer relationship is at risk of collapse and the person needs care and support •The carer has more than one caring responsibility •There is no carer support. 	<ul style="list-style-type: none"> • The carer is able to manage some aspects of caring/ family/ domestic roles. Potential risk identified to increase in own unmet needs. •The carer relationship is strained and unlikely to be sustainable in the longer term. • There is no carer support. 	<ul style="list-style-type: none"> • The carer able to manage most aspects; has difficulty managing one or two aspects of their caring/ domestic role but with low risk. •The person has a robust support network •A carer is not required.

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Like most authorities in Scotland NHS Highland is moving towards implementing an Eligibility Criteria to support consistent and equitable decision making around which individuals and carers needs require the support of health and social care services.

We will work in accordance with The National Eligibility Framework set out by the Scottish Government. The Framework categorises a people's and/or carers needs in terms of risk. Cares can refer to informal or formal carers.

Critical Risk: Indicates that there are major risks to an individual's independent living or health and well-being and likely to call for the immediate or imminent provision of health and social care services.

Substantial Risk: Indicates that there are significant risks to an individual's independence or health and well being and likely to call for the immediate or imminent provision of health and social care services.

Moderate Risk: Indicates that there are some risks to an individual's independence or health and well being. These may call for the provision of some health and social care services managed and prioritised on an ongoing basis or they may simply be manageable over the foreseeable future without service provision, with appropriate arrangements for review.

Low Risk: Indicates that there may be some quality of life issues, but low risks to an individual's independence or health and well being with very limited, if any, requirement for the provision of health and social care services. Health and Social care teams will not provide direct services to those assessed as having low need. Signposting to alternative support or advice and appropriate arrangements will be with the option to self refer in should a person's needs change.

A consistent criterion across Health and Social Care will support equitable decision making around the provision of services by:

- Ensuring the individual/carer and/or referrer has an understanding of their pathway and whether or not they would be eligible for services.
- To ensure individuals with low risk needs are signposted to resources at the earliest opportunity.
- Consistent implementation of eligibility criteria at SPOA should reduce the number of inappropriate referrals being placed on waiting lists and raising expectations.

Supporting Guidance

- Eligibility criteria should prioritise immediate and longer-term critical consequences for independence and well-being ahead of needs with substantial consequences. Similarly, needs that have substantial consequences should be placed before needs with moderate consequences and so on.
- Assessment is often most effective when conducted as an iterative and ongoing process rather than a one-off event.
- Health & Social Care services work with individuals to explore their presenting needs and identify what outcomes they would like to be able to achieve in terms of independence and/or well-being in both the immediate and longer term.
- In these definitions, the risks do not refer only to an individual's current independence, health and wellbeing, but also to the risk that she or he may not be able to gain these outcomes without support.
- Low-level needs may not always equate to low-level services nor will complex or critical needs always require complex, costly services in response. A flexible approach required which considers how support will sustain independence and well-being in the longer-term.
- People who access specialist services (such as people with mental health needs or people with learning disabilities) should receive an assessment of eligibility for support, like any other individuals seeking support. These groups should be supported by both health and social care teams, so that all their needs are appropriately addressed.
- Risk criteria do not discriminate between people's needs on the basis of age, geographical location, gender, ethnicity, social class, sexuality or any other basis. They focus entirely on risk to independent living and wellbeing.
- If the needs of particular groups of people are not adequately taken into account, this may also have an adverse effect on carers and the wider support network.