



Fair Access to Care Services

Fair Access to Care Services criteria

The national guidance from the Department of Health describes four bands of need. Dorset County Council will provide services to meet critical and substantial needs. The definitions of critical and substantial need are given below:

Critical.	<p>Critical – when:</p> <ul style="list-style-type: none"> • life is, or will be, threatened; and/or significant health problems have developed, or will develop; and/or • there is, or will be, little or no choice and control over vital aspects of the immediate environment; and/or • serious abuse or neglect has occurred, or will occur; and/or • there is, or will be, an inability to carry out vital personal care, or domestic routines; and/or • vital involvement in work, education or learning cannot, or will not, be sustained; and/or • vital social support systems and relationships cannot, or will not, be sustained; and/or • vital family and other social roles and responsibilities cannot, or will not, be undertaken.
	<p>Dorset's examples of critical need</p> <p>Our front-line managers have given some examples of needs which they will consider as critical. These examples are not an exhaustive list:</p> <ul style="list-style-type: none"> • A vulnerable person who is being abused. This need is critical if the abuse is physical or sexual, because this denies autonomy and choice in vital areas and the need is also critical if there is serious neglect, or financial abuse, or severe emotional abuse. • A person who is unaware of risks in the household environment; when outside, they are unaware of risks of getting lost and unaware of risks of exploitation or abuse, because of their vulnerability; their life is or will be at risk if they go out unaccompanied. • A person who is unable to get out of bed unaided; unable



to carry out vital routines (getting to the toilet, getting to the wash basin, feeding themselves, once food has been prepared), unable to do tasks of daily living, unable to mobilise independently, unable to wash and dress independently.

- A parent of a child under 18 and unable to meet the child's needs because of the parent's illness, disability or addiction.
- A person whose health is already severely damaged by their behaviour (e.g. hepatitis, HIV, renal failure, severe alcohol poisoning, liver damage, abscess) and who needs help to minimise and eventually cease the harm they are doing to themselves.
- A person whose informal carer provides constant supervision and/or frequent personal care throughout the day. The need is critical if the carer's health and ability, or willingness to care is at risk.
- A person whose mental illness, disability, addiction or disorder, leads to a chaotic lifestyle. The need is critical if a lack of everyday coping skills has led to the risk of catastrophic life events (e.g. loss of income, loss of home).
- A person with a history of significant health problems, who normally manages their illness or disability successfully but who, following a significant life event or for whatever reason, starts to deteriorate and becomes vulnerable to self harm, self neglect or severely deteriorating mental health.
- A person whose complex disabilities make them unable to care for themselves, or to avoid risks in the environment.
- A pregnant woman whose child is at risk because of her substance misuse.



Substantial.	<p>Substantial – when:</p> <ul style="list-style-type: none"> • there is or will be only partial choice and control over the immediate environment; and/or • abuse or neglect has occurred or will occur; and/or • there is or will be an inability to carry out the majority of personal care or domestic routines; and/or • involvement in many aspects of work, education or learning cannot or will not be sustained; and/or • the majority of social support systems and relationships cannot or will not be sustained; and/or • the majority of family and other social roles and responsibilities cannot or will not be undertaken.
	<p>Dorset’s examples of substantial need</p> <p>Our front-line managers have given some examples of needs, which they will consider as substantial. These examples are not an exhaustive list:</p> <ul style="list-style-type: none"> • A vulnerable person who has been subjected to minor financial abuse, emotional abuse or early neglect and omissions. The needs of any other vulnerable adults in the same environment should also be assessed. • A person who has fluctuating capacity to recognise risk, whether in the home environment or outside. They may wander down the road, but in general, they manage to get back home. They may not always be aware of the need for appropriate outdoor clothing. Because of their fluctuating capacity and awareness they only have partial choice and control over their environment. • A person who is able to mobilise with help, and is only partly able to carry out some self care tasks, such as washing and dressing. • A person who needs personal care, assistance with communication or constant supervision in order to socialise. • A person who without help will be unable to establish or maintain any social or working relationships at all, with the result that their ability or potential ability to live independently or be more independent is endangered. • A parent who is unable to carry out essential personal care tasks unaided, and whose only alternative would be to rely on their child (aged under 18) for support with these tasks.



	<ul style="list-style-type: none"> • A parent who has fluctuating ability to meet their own and their children’s needs, where responsibility may then fall inappropriately on one or more of the children. • A person who requires personal care at regular times throughout the day and whose informal carer either wishes to retain or start employment, or to return to employment. The need is substantial if there is no alternative care in place. • A person who received considerable support because of their disabilities while they were a child, and who now needs support in order to make a successful transition to adult life. A successful transition will ideally include self care, responsibility for his/her own finances, community participation (e.g. employment or voluntary work) and plans for independent accommodation. • A person who needs continual supervision and prompting to attend to needs, such as nutrition, safety and emotional health. Without prompts, he or she would not remember to eat properly or to check the freshness of food and would be at risk of severe self neglect and of physical and/or mental illness. • A person with sight or hearing loss, if they are prevented by their sensory impairment from communicating adequately. • A person who may not be aware of changes in their physical environment, when their unawareness places their own safety and that of others at risk. • A person who needs help to develop a healthier lifestyle, if without help they pose a risk to the community in terms of crime, and to themselves in terms of substance dependency and the associated physical harm.
	<p>People with ‘Critical’ and ‘Substantial’ needs, will be eligible to receive care services from Dorset County Council.</p>
	<p>People with ‘Moderate’ and ‘Low’ needs will not be eligible to receive care services from Dorset County Council but may be provided with support and/or assistance to access services from other appropriate providers.</p>



Moderate.	<p>Moderate – when:</p> <ul style="list-style-type: none"> • there is or will be an inability to carry out several personal care routines or • domestic routines; and/or • involvement in several aspects of work, education or learning cannot or will not be sustained; and/or • several social support systems and relationships cannot or will not be sustained; and/or • several family and other social roles and responsibilities cannot or will not be undertaken.
Low.	<p>Low – when:</p> <ul style="list-style-type: none"> • there is or will be an inability to carry out one or two personal care or domestic routines; and/or • involvement in one or two aspects of work, education or learning cannot or will not be sustained; and/or • one or two social support systems and relationships cannot or will not be sustained; and/or • one or two family and other social roles and responsibilities cannot or will not be undertaken.

Compliments and complaints

Adult and Community Services staff in Dorset are committed to providing quality services to our service users, their carers and families. We welcome comments from our service users as this helps us to understand what aspects of our service people like.

If you are unhappy about the service you have received and want to make a complaint, our factsheet 'How to complain' describes the procedure. Our Complaints Officer can give you advice on the process and can be contacted on 01305 224322.

Diversity statement

Diversity is not about treating everyone in the same way, but about recognising and valuing difference, as well as recognising and addressing inequalities and disadvantage.

As an employer and service provider, Dorset County Council seeks to promote an environment that accepts and actively supports diversity in age, gender, ethnic origin, sexual orientation, religious belief, disability, culture, work style and the many other ways in which people differ from each other.



All our factsheets are available in large print and on audio cassette/CD, Braille, Easy to Read or alternative languages. Please contact the Information Office on 01305 224320.

Further information on services provided by Dorset County Council Adult and Community Services can be accessed at www.dorsetforyou.com

