

**Care Direct**  
0845 1551 007

***factsheet***

**Devon**  
County Council 

## **Assessment and Fair Access to Care**

**Factsheet 1 – 16 September 2010 (4 pages)**

### **How do we assess if you are eligible for care services?**

**We carefully consider each request for care services. We use national guidelines from the Department of Health, called Fair Access to Care Services (FACS). If it appears that you may need one of our services, you and/or your carer will be offered an assessment.**

**Adult & Community Services (ACS) has a duty to assess people who either appear to have an illness or to be disabled, and who may benefit from care services. Carers also have a right to an assessment where they are substantial and regular carers - see our leaflet Ref 6 - You are a carer.**

**Our staff may carry out such assessments in a variety of ways, including over the telephone. You or your carer may also ask for a home visit.**

**This assessment will help us to decide whether your level of need qualifies for a service. We must give priority to people with the greatest need.**

**For a personal explanation on Fair Access to Care (FACS) - in other words our eligibility criteria, the guidelines we use to assess people's needs - please contact Care Direct on 0845 1551 007.**

## **Does everyone get support from Adult & Community Services?**

**Everyone can ask for information and advice from ACS but support can be offered by all kinds of organisations. It is also possible to make your own arrangements. If you need more help ACS staff will discuss your needs with you. You will not be discriminated against on the grounds of your age, gender, ethnic group, religion, disability or living and caring arrangements.**

**There are three stages we go through:**

- We talk with you so that we understand your care needs.**
- We compare your needs with our eligibility criteria.**
- We then decide if you are eligible for us to offer you support.**

## **How do we support you?**

**When you enquire about what support we could offer, you will be asked about your circumstances. We will then discuss with you what choices are available for you and support you to decide what the best course of action is. This may be giving you information or advice, or arranging for an assessment of your needs. An assessment helps us to understand your needs.**

**We compare the information gathered during your assessment with**

**four types of social care needs:**

- **health and safety**
- **daily routines and home environment**
- **family and social responsibilities**
- **carer needs.**

**Risks to your independence and safety that may require ACS support are evaluated using the following four bands.**

- **critical**
- **substantial**
- **moderate**
- **low**

**A person is only eligible for funded care services in Devon where their needs are assessed as critical or substantial, and where there is no one else willing and able to assist them.**

**After your assessment, we complete an Eligibility Criteria Checklist with you and your carer, if you have one. People's needs and risks change over time. Some care support may only be required for a short period.**

**You will be offered a copy of the completed Eligibility Criteria Checklist, and we will also keep a copy on file as a record of what was agreed.**

- **You can get a copy of our Eligibility Criteria Checklist from Care Direct 0845 1551 007.**

## **How we can meet your eligible needs?**

**When we have identified that you have eligible needs we will then consider what social care support would best meet these needs. For example: home or personal care, carer support, rehabilitation, supported employment, equipment.**

**We may arrange your care or you may consider Direct Payments - this option gives you the money to buy your own care within agreed limits. For further information on Direct Payments see our Factsheet 8 – What are Direct Payments?**

## **Reviewing services**

**Our Eligibility Criteria also apply to people already receiving services. We will ask you and your carer to review your situation. The review will help us to see if you are still eligible for funded social care support or if you need more help.**

**For more information contact Care Direct on 0845 1551 007 or visit the Devon County Council website: [www.devon.gov.uk/assessment-and-eligibility](http://www.devon.gov.uk/assessment-and-eligibility)**

**Further factsheets can be found online at [www.devon.gov.uk/largeprint-factsheets](http://www.devon.gov.uk/largeprint-factsheets)**

**If you would like this factsheet in a different format such as Braille or audio, or in a different language, please contact our Customer Service Centre on 0845 155 1015 or email [customer@devon.gov.uk](mailto:customer@devon.gov.uk).**

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