

# Fair Access to Care

## Eligibility



Are you entitled to help from  
Adult and Community Services?

## Eligibility - Fair Access to Care

The Government has drawn up a table of criteria for all Adult Social Care services called the Eligibility Framework. The 'Fair Access to Care Services' (FACS) guidance grades the circumstances that are eligible for help into four bands: Critical, Substantial, Moderate and Low. FACS does not allow us to change the wording in each level, so you might need to contact us to explain it further.

In common with most other Local Authorities, Worcestershire can only fund services to meet needs described in the first two levels.

The four bands of the Eligibility Framework are:

- **Critical Band**  
In this band the level of risk relates to serious physical and/or psychological harm which has, or is likely to occur without action being taken.
- **Substantial Band**  
Relates to physical and/or psychological harm which has, or is likely to occur, and that without action will lead to a critical band need.
- **Moderate Band**  
No immediate risk to health and safety.
- **Low Band**  
No presenting risk to health and safety.

## Critical Band

### Level of Risk

In this band the level of risk relates to serious physical and/or psychological harm which has, or is likely to occur without action being taken.

### Practice guidance

Relates to the most serious of situations where without intervention there will be death, serious harm or injury to the Service user. For example:

- Where the carer is unwell or under stress such that they require direct support in order to maintain their own well-being and to sustain their caring relationship and role.
- Inability to self-protect, maintain safety or carry out essential self care tasks relevant to survival.
- Risk of becoming seriously mentally ill.
- Prevent admission to, and enable timely discharge from Hospital.
- Severe restriction of opportunity within work and education.

## Descriptions of risk to independence

### Inclusion

- Vital involvement in education, learning or work cannot or will not be sustained.
- Vital social support systems and relationships cannot or will not be sustained.
- Vital family and other social roles and responsibilities cannot or will not be undertaken.

### Health and Safety

- Life is or will be threatened.
- Serious exploitation, abuse or neglect has occurred or will occur.
- Significant health and/or impairment problems have developed or will develop into a serious threat to independence.
- There is or will be little or no choice or control over vital aspects of the immediate environment including homelessness or accommodation which is/ or poses an immediate risk.

### Relationships

- There is or will be little or no control over vital aspects of the immediate environment including homelessness or accommodation which poses an immediate risk.
- Serious exploitation, abuse or neglect has or will occur.
- Vital social support systems and relationships cannot or will not be sustained.
- Vital family and other social roles and responsibilities cannot or will not be undertaken.

### Personal and Daily routines

- There is or will be little or no control over vital aspects of the immediate environment including homelessness or accommodation which poses an immediate risk.
- There is or will be an inability to carry out vital personal care or significant household tasks and domestic routines resulting in an inability to maintain independence.

## Substantial Band

### Level of Risk

Relates to physical and/or psychological harm which has, or is likely to occur, and that without action will lead to a critical band need.

### Practice guidance

Relates to situations where without intervention there will be serious harm or injury to the Service user and without action will lead to risks becoming critical. For example:

- Where the carer is unwell or under stress such that they require direct support in order to maintain their own well-being and to sustain their caring relationship and role.
- Inability to maintain safety or carry out some self care tasks essential to daily living.
- Risk of becoming mentally ill.
- Prevent admission to, and enable timely discharge from Hospital.
- Significant limitation for work and educational opportunities.

## Descriptions of risk to independence

### Inclusion

- Opportunities for involvement in many aspects of work, education, learning cannot or will not be sustained, or will to be significantly reduced.
- The majority of social support systems and relationships cannot or will not be sustained.
- The majority of family and other social roles and responsibilities cannot or will not be undertaken.

### Health and Safety

- There is a clear indication that exploitation, abuse or neglect has occurred, or is likely to occur.
- Some health and/or impairment problems are likely to develop into a threat to independence.
- There is or will be only partial choice and control over the immediate environment or accommodation which could pose significant risk to self or others.

### Relationships

- There is, or will be only some choice and control over the immediate environment or accommodation which could pose significant risk to self or others.
- There is a clear indication that exploitation, abuse or neglect has occurred, or is likely to occur.
- The majority of social support systems and relationships cannot or will not be sustained.
- The majority of family and other social roles and responsibilities cannot or will not be undertaken.

### Personal and Daily routines

- There is or will be partial choice and control over the immediate environment or accommodation, which could pose significant risk to self or others.
- There is, or will be, an inability to carry out the majority of personal care tasks, household tasks and domestic routines which are likely to restrict independence.

## Moderate Band

Worcestershire Threshold:

Below this point needs will not be eligible for services unless, if not addressed, these will become Critical or Substantial and funds are available.

### Level of Risk

No immediate risk to health and safety.

### Practice guidance

Support within this banding will improve the quality of life, maintain independence, assist and support the carer in their caring role to maintain their quality of life.

Consideration will be given to providing for presenting needs within this band. This will be in order to facilitate eligible needs being met, or in circumstances where it appears that without such support the difficulties of the individual will deteriorate quickly and significantly.

## Descriptions of risk to independence

### Inclusion

- Involvement in several aspects of education, learning or work cannot or will not be undertaken.
- Several family and other social roles and responsibilities cannot or will not be undertaken.
- Several social support systems and relationships cannot or will not be sustained.

### Health and Safety

- Has some health, impairment, or mobility needs that cause some difficulty, but which pose no Immediate risk to health, safety and independence.

### Relationships

- Several family and other social roles and responsibilities cannot or will not be undertaken.
- Several social support systems and relationships cannot or will not be sustained.

### Personal and Daily routines

- There is or will be an inability to carry out several personal care tasks, household tasks and domestic routines restricting potential for independence.

## Low Band

### Level of Risk

No presenting risk to health and safety.

### Practice guidance

Support within this banding will improve the quality of life, support and maintain independence, assist and support the carer in their caring role to maintain their quality of life.

- Consideration will be given to providing for presenting needs within this band. This will be in order to facilitate eligible needs being met, or in circumstances where it appears that without such support, the difficulties of the individual will deteriorate quickly and significantly.

## Descriptions of risk to independence

### Inclusion

- Involvement in one or two aspects of education, learning or work cannot or will not be sustained.
- One or two social support systems and relationships cannot or will not be sustained.
- One or two family and other or social roles and responsibilities cannot or will not be undertaken.

### Health and Safety

- Has a health, impairment, or mobility need that poses no immediate risk to health, safety and independence.

### Relationships

- One or two social support systems and relationships cannot or will not be sustained.
- One or two family and other or social roles and responsibilities cannot or will not be undertaken.

### Personal and Daily routines

- There is or will be an inability to carry out one or two personal care or domestic routines.

## You can contact us in the following ways:

- By Post:** Social Care, PO Box 585,  
Worcester, WR5 2NG
- By telephone:** **0845 607 2000**
- By fax:** 01905 768056
- By minicom:** 01905 768052
- By e-mail:** socialcare@worcestershire.gov.uk

This document can be made available in other languages (including British Sign Language) and alternative formats (large print, audio tape, computer disk and Braille) on request from the Corporate Diversity Manager on 01905 766938 or by emailing diversity@worcestershire.gov.uk

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如果你需要這個文件的中文信息，請聯絡 Ethnic Access Link，電話是01905 25121 (Cantonese)

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To the best of our knowledge all information was correct at the time of publication: November 2007.