

# A guide to who qualifies for Adult Social Care Services

Bedford Borough Eligibility Criteria May 2022

## I have care needs. Can the council help me?

Anyone in Bedford Borough who feels they need care and support can ask for an assessment of care needs, or if you are a carer, a carer's assessment. This is so we can help identify these needs and how they can be met.

There are national criteria for Adult social Care which were set by The Care Act 2014. This makes sure that all councils use the same standard for assessing who is eligible for Adult Social Care. National Eligibility applies to adults aged 18 and above. In specific circumstances the eligibility may also apply to children, their carers and young carers when they are subject to transition assessments.

Before we can offer you care services, we have to see if you are eligible to receive them, following an assessment of your care needs.

We will meet your needs if an assessment shows that

- your needs relate to a physical or mental impairment and/or illness
- you are unable to carry out two or more day-to-day activities, including
  - managing and maintaining nutrition, such as cooking a meal or making a drink

- maintaining personal hygiene, such as being able to wash yourself
- managing toilet needs, such as being able to reach the toilet in time, or clean yourself after using the toilet
- being appropriately clothed so that you are wearing the right clothes for the weather conditions
- being able to make use of your home safely, and you are able to move around it without a risk of accidents
- maintaining a habitable home environment, so that your home is clean and hygienic.
- developing and maintaining family or other personal relationships, such as being in contact with family members and friends
- accessing and engaging in work, training, education or volunteering
- making use of necessary facilities or services in the local community including public transport and recreational facilities and services
- carrying out caring responsibilities you may have for a child

There is likely to be a significant impact on your wellbeing as a result of being unable to do at least two of these.

## What happens if I am eligible for Adult Social Care?

You will first of all receive a copy of the decision, and, if you have eligible needs we will be able to offer care and support to you. We will concentrate on the elements of your life which are most important to keep you safe and independent, and what matters most to you.

We will agree with you which of your needs you would like the local authority to meet, or, you may wish to arrange services yourself to meet some or all of your needs.

If you want to make your own arrangements, and you are living at home, you can do this through a Direct Payment, and your assessor will be able to guide you through this process.

A Direct Payment means that the council will pay money into a bank account for you to buy your own care and support. There are support agencies who can help you with this.

You will have a review of your needs either when or if they change, or, on an annual basis, and a review can mean that your care needs to be increased, or decreased or that it can remain at the same level. You can contact Adult Social Care at any time to report that you feel your needs have changed.

Everybody who is eligible for a service receives a financial assessment and benefits advice, and based on your income and savings, you may need to make a financial contribution to your care and support.

If your needs can only be met by residential or nursing home care, any capital assets such as your home, may also be taken into account.

A financial assessment should not prevent you from going ahead with your assessment of need, as this is free of charge and can help you decide how your needs will be met.

## What happens if I am not eligible for Adult Social Care?

You will first of all, receive a copy of the decision.

If you are not eligible to have your needs met by Adult Social Care, we will offer you information and advice about services in the Bedford area that may be able to help to meet your needs.

We know that needs and situations change. If you do not qualify for Adult Social Care Services support we would ask you or your carers to contact us if your situation changes and we will reassess.

## Safeguarding Adults

Abuse is mistreatment by any other person that violates your human and civil rights. Bedford Borough Council is committed to safeguarding vulnerable adults from abuse (SOVA). If you are being abused or suspect that someone you know may be the victim of abuse contact our Safeguarding Team on **Tel:** 01234 276222. Your concerns will be taken seriously and will receive prompt attention.

## Having Your Say

We would like you to tell us how you think Bedford Borough Council's Adult Social Care services have worked for you and what you think of our services. Our staff will ask for your views throughout your contact with us.

To give us feedback on the service you have received, please speak to the manager or staff in your social work team or write to us at the address below.

Bedford Borough Council's Adult Social Care services are independently regulated by the Care Quality Commission (CQC). If you want to discuss our service(s) with them they can be contacted at:

**Tel:** 03000 616161

Care Quality Commission Citygate,  
Gallowgate Newcastle upon Tyne NE1 4PA

**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk).

To contact Adult Social Care about services or other advice and support, please contact us on:

**Tel:** 01234 267422

**Email:** [care@bedford.gov.uk](mailto:care@bedford.gov.uk)

## Finding out more

If you would like further copies, a large-print copy or information about us and our services, please telephone or email us at our address above.

Për Informacion

معلومات کے لئی

للمعلومات

ਜਾਣਕਾਰੀ ਲਈ

Informacja

برای اطلاع

Za Informacje

Per Informazione

তথ্যের জন্য