

First Support



**ASSESSMENT FOR THE
HOME VISITING/CALL MONITORING
SERVICES FOR EXISTING SERVICE USERS
AND APPEALS PROCESS**

NOVEMBER 2011

"Delivering Excellent Support Services"

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**ASSESSMENT OF NEED FOR THE SUBSIDISED
HOME VISITING AND CALL MONITORING SERVICES FOR EXISTING
SERVICE USERS – NOVEMBER 2011**

1.0 INTRODUCTION

- 1.1 The Supporting People Partnership in Nottinghamshire provides grant funding for Ashfield Homes Limited to provide Call Monitoring and Home Visiting Services to customers in the Ashfield area.
- 1.2 Nottinghamshire County Council has made grant funding cuts across a number of providers. Ashfield Homes is one of the providers affected by the cuts. As Ashfield Homes is unable to continue to provide the same services to the same number of people, a selection process and eligibility criteria has been developed.
- 1.3 Ashfield Homes has developed eligibility criteria for the service in consultation with the Supporting People Partnership, with the aim of ensuring that grant funding spaces for the services are allocated fairly and objectively to those who have the greatest need.

2.0 ELIGIBILITY – WHO CAN APPLY FOR THE SERVICES

- 2.1 To be eligible for the service, existing service users need to be:-
- Aged over 60, or
 - Has a health or disability problem
 - Is vulnerable or have unmet needs
 - Has special needs

3.0 ASSESSMENT CRITERIA

- 3.1 The criteria below will be assessed against service user's current circumstances to determine eligibility for the services.
- 3.2 Points are awarded where a service user can provide evidence of their circumstances.

GENERAL HEALTH	EVIDENCE	POINTS ALLOCATION
Good Health – no immediate concerns	Fit and active and has no medical conditions.	0
Health problems monitored by GP	Health problems that are routinely monitored by a GP or District Nurse for example; High Blood Pressure, Heart condition.	1
Poor Health – attending hospital outpatients / Consultant	Poor is determined by a chronic long term illness that will require hospital treatment/consultation or monitoring for example; Insulin dependant (diabetics) or a terminal illness.	2
MENTAL HEALTH	EVIDENCE	POINTS ALLOCATION
No concerns	Have not been diagnosed with a Mental Health issue or display any signs of Mental Health issues.	0
Mental Health issues monitored by GP	Intervention from their GP and is monitored only by their GP.	1
Receiving support from CPN / Mental Health / Specialist Teams	Ongoing treatment/support from a Mental Health specialist for example; Psychiatrist, Community Psychiatric Nurse	2

SIGHT	EVIDENCE	POINTS ALLOCATION
No concerns	No issues with their sight.	0
Partially sighted	Registered partially sighted.	1
Significant sight impairment or registered blind, etc	Registered blind or a sight impairment that is such that the Service User has been supplied with aids from the visual impairment clinic/team.	2
DEMENTIA / ALZHEIMERS	EVIDENCE	POINTS ALLOCATION
No concerns	Does not display any signs of Dementia/Alzheimer's or does not receive any intervention from a specialist/GP/Consultant.	0
Poor short term memory/ Disorientated in time and place	Service User is suffering from short term memory for example; occasionally struggles to remember recent events, sometimes finds it hard to follow conversations; can become forgetful or lose the thread of what they are saying.	1
Diagnosis of Dementia / Alzheimer's	Has received a diagnosis of Dementia/Alzheimer's following a Mental Health assessment.	2

COMMUNICATION WITH PROFESSIONALS	EVIDENCE	POINTS ALLOCATION
Confident in accessing own support e.g. Doctor / Nurse / Dentist	The Service User is able to access medical care when appropriate for example; make their own GP appointments	0
Needs guidance / assistance in contacting professionals	The Service User will wait until someone else recommends that they are seen by a health professional.	1
Needs assistance with communication such as accompanying on appointments, advocacy support etc	Lack of mental capacity for example; Unable to make others aware of their needs; Learning disability not knowing how to access medical help.	2
MEDICATION	EVIDENCE	POINTS ALLOCATION
No concerns	The Service User is able to monitor and manage their medications at the appropriate times.	0
Manages with support (prompts)	Requires support to manage their medication for example; blister packs prepared and delivered by the pharmacy.	1
Unable to manage any medication	Requires carers/family/health professionals to call at the appropriate times to administer medication.	2

MOBILITY	EVIDENCE	POINTS ALLOCATION
Fully mobile	Has no mobility issues and does not require any mobility aids.	0
Mobile with the use of aids / equipment	A Service User who is able to walk to local amenities or use local transport with the use of a mobility aids	1
Unable to manage outside / or stairs or Wheelchair bound	A Service User who never leaves their home other than to be collected for hospital/GP appointments or is wheelchair dependant.	2
DRUG / ALCOHOL ISSUES	EVIDENCE	POINTS ALLOCATION
No concerns	No history or current issues of substance misuse	0
Previous issues / history of drug or alcohol issues	Previous history of dependency that has resulted in requiring hospital treatment. Or Receiving support from an alcohol support worker and may have been able to minimise their intake to enable them to function at a level that is acceptable.	1
Present concerns / issues	Suffers frequent health issues and other social concerns as a result of their dependency on drugs/alcohol.	2

SAFEGUARDING	EVIDENCE	POINTS ALLOCATION
No issues	There are no past or current referrals/issues.	0
Previous issues	There is history of a referral to the Safeguarding Team.	1
Current issues	Referred to the Adult Health & Social Care Safeguarding Team and receiving ongoing support as a result of an investigation.	2
CONTACT WITH FAMILY / FRIENDS	EVIDENCE	POINTS ALLOCATION
Regular contact and support from family / friends	Receiving minimum support from family/friend for example; weekly visits, support with shopping.	0
Family / friends live away or offer little support	The Service User has family and friends that live away or who are unsupportive.	1
No family or supportive contacts	The Service User is dependant on support agencies to provide a care package.	2
PERSONAL NEEDS & DECISIONS	Evidence	Points Allocation
Have the capacity to make personal needs, aspirations and decisions known	Participates in the wider community or alternatively through choice and is happy within their own home.	0
Makes personal needs, aspirations & decisions known through discussions with family, friends or other support	Requires prompting and guidance and support to participate within the wider community.	1
Needs support to make personal needs, aspirations and decisions known (possible referral for advocacy)	Does not have the capacity to make a decision regarding anything relating to their health, wellbeing and personal needs.	2

WELFARE BENEFITS, BUDGETING & DEBT	Evidence	Points Allocation
Confident in addressing own benefit, debt or budgeting issues	Requires no support around financial affairs.	0
Needs support to source benefit advice	Requires assistance with filling in forms, setting up direct debits or managing utility bills but would need minimum support thereafter as they will be able to manage their finance effectively once appropriate benefits are in place.	1
Needs support to source benefit, debt & budgeting advice for substantial financial concerns/ issues	The Service User would be unable to manage financial affairs and would require assistance to set up payment plans, direct payments, and debt issues and require continued assistance with financial affairs thereafter.	2

4.0 SELECTION PROCESS

4.1 Assessment and Selection – deciding who will receive the Service

4.2 All service users who are currently in receipt of the grant funded service will be assessed on their individual circumstances using the assessment criteria set out on pages 4 to 9 in Section 3 of this document.

4.3 Points will be allocated based upon individual circumstances and evidence may be requested in order to award points. Information will also be used from the latest Needs Assessment and Support Plan which was carried out by the Care Co-ordinator in conjunction with the service user.

4.4 It must be noted that short term issues/problems will not be included when carrying out an assessment with a service user, for example;

- Broken bones (unless as a result of a fall then refer to the mobility section);
- Awaiting removal of cataracts or any other minor surgery;
- Medication prescribed for an infection i.e.; chest or urinary infections; A minor injury i.e.; small cuts

4.5 Following assessment, a service user will be notified of the decision as to whether they will continue to receive the grant funded service or not.

4.6 Grant funded spaces will be allocated on a points basis (highest points first). If there are a number of service users with the same number of points following an assessment, the length of service (longest first) will be used as a second set of criteria.

4.7 Service users who are not successful in being allocated a grant funded place, will be able to retain the grant funded service until the end of March 2012. Should the service user then wish to continue to receive the service, they will have the option to pay for this independently after this date.

5.0 APPEALS PROCESS

5.1 Right to request a review

- 5.2 A service user has the right to request a review of the decision made about their assessment for the service.
- 5.3 A request for a review should be made by completing an appeals form or by writing to the Support Services Team Leader within 28 calendar days of the date of the decision. The appeals procedure will then be followed (See appendix 1 on page 12).
- 5.4 Further supporting evidence will be required to substantiate reasons for any appeal, for example; confirmation of involvement with other services.
- 5.5 If an appeal is successful, grant funding will still cease at the end of March 2012. Service users will be placed on a waiting list with other applicants who also apply for the service. Any future grant funded spaces after the 1st April 2012, will be assessed using the existing eligibility criteria and allocated in points order, subject to Section 5.6 (below).
- 5.6 When allocating future grant funding spaces with effect from the 1st April 2012, grant funded services will only be offered to those people who comply with the eligibility criteria within section 2.0 of this document (Eligibility Criteria – Who can apply for services) and to those people who are in receipt of Housing Benefit, Pension Credit/Guarantee, Job Seekers Allowance and Employment Support Allowance.

6.0 **APPENDIX 1 – APPEALS PROCESS FLOWCHART**

