

Eligibility Criteria

FALKIRK HSCP SOCIAL WORK ADULT SERVICES
2025

DOCUMENT INFORMATION

Implementation date

Approval status:

Review date:

Available from:

Key contact:

Table of Contents

Introduction	3
Scope	3
Prevention, Early Intervention, and Self-management	4
Adults that may require support	4
Self-Directed Support (SDS) principles	4
Levels of eligibility criteria for adults	5
Carers	5
Levels of eligibility criteria for carers	5
Referral	6
Timescales for response	6
Applying the criteria	6
Service provision	6
Provision Of Equipment and/or Adaptations	7
Charges	7
Appendix 1 Flowchart for process	8
Appendix 2 Definitions of Risk/Priority	9
Risks relating to personal care/home environment.....	9
Risks relating to carers	9
Risk relating to participation in community life.....	10
Risk relating to neglect or physical or mental health	11

Introduction

Social care eligibility criteria refer to the set of guidelines or standards used by partnerships to determine whether an adult or their carer requires a social care service. The purpose of these criteria is to ensure that resources are allocated fairly and effectively, prioritising those with the greatest need or risk. Eligibility is determined through a needs assessment that includes consideration of urgency, risk, and the impact of an individual's presenting circumstances on their quality of life.

We would expect adults to maximise their own independence through the use of their natural networks when needed including family, friends, and community resources. Having family and friends involved in an adult's care can help to support their wellbeing.

Scope

- All adults over 18 years old and their carers.
- In certain circumstances 16 – 18 years old will be included. Please contact Adult Services for further information.
- This criteria is for all client groups and carers; it replaces all other frameworks.
- The criteria cover all social care services including the provision of equipment and/or adaptations.

Prevention, Early Intervention, and Self-management

Helping people to better understand and manage their conditions and make informed choices which help minimise any potential future crisis, is critical to achieving the objectives set out in the National Health and Wellbeing Outcomes.

The promotion of self-management is a crucial basis for the future of effective health and social care provision. The aim is to support people to make their own choices and decisions at the earliest stage, and maximise their opportunities for control and ownership, minimising the need for input from services.

Scottish Government Guidance on Provision of Equipment & Adaptations (2023) recommends a preventative, strength-based approach. Our focus will be on:

- Simple engagement in the form of effective conversations, which helps holistically identify the issues;
- Encouraging the person or carer to take a lead role in addressing any actions they can put in place to maximise their independence.

Adults that may require support

Under section 12A of the Social Work (Scotland) Act 1968, the partnership has a duty to assess anyone who appears to need community care services and determine if they require services. This assessment is a two-step process: first, assessing needs, and second, deciding whether services are needed based on the assessment, guided by local eligibility criteria.

The partnership plays a key role in identifying and addressing social care needs, ensuring resources are used effectively, fairly, consistently, and transparently. Eligibility criteria help maintain fairness and consistency in decisions. The decision should also consider the person's preferences and align with the principles of the Social Care (Self-Directed Support) (Scotland) Act 2013.

Self-Directed Support (SDS) principles

- Participation and Dignity
- Involvement
- Informed Choice
- Collaboration

For information about SDS within Falkirk please contact social work services. We are currently updating our SDS policy.

Levels of eligibility criteria for adults

Critical	Substantial	Moderate	Low
Major risks to an individual's ability to live independently or maintain health, requiring immediate or urgent social care services	Significant risks to independence or health, needing immediate or urgent social care services.	Some risks to independence or health, which may require ongoing social care services or can be managed without services, with a review planned.	Minor quality-of-life issues with minimal risk to independence or health, requiring little to no social care services, but may need alternative support or advice with a review in the future

Carers

Under Section 6(2) of the Carers (Scotland) Act 2016, the partnership must offer an Adult Carer Support Plan/Young Carer's Statement to any carer identified. This applies to all carers, regardless of the level of care they provide or whether their needs meet the local eligibility criteria. The provision of services will be based on the eligibility criteria.

Every carer has the right to an Adult Carer Support Plan or Young Carer's Statement, this focuses on their health and wellbeing. It identifies their needs and goals in areas like physical health, emotional wellbeing, life balance, finances, feeling valued, relationships, living environment, employment/training, and planning for emergencies and the future

Through an Adult Carer Support Plan or Young Carer's Statement the carer has the right to access an appropriate balance of information, advice, and support to meet identified needs and achieve personal outcomes.

Levels of eligibility criteria for carers

Critical	Substantial	Moderate	Low
Major risk intensive support required for carer Evidence of critical impact	Considerable risk support and changes required to sustain carer. Evidence of substantial	Some risk may require intervention	Minimal risk
Likely to require immediate referral to Social Work	Likely to require referral to Social Work	Possible referral to Social Work	No referral to Social Work

Referral

At the point of referral relevant information will be gathered. The outcome can be:

- No action required
- Advice and guidance including signposting to other services
- Refer for assessment
- Urgent assessment that may include provision of services due to crisis or significant risk and need

Assessment for carers is the completion of the Adult Carer Support Plan or Young Carer's Statement.

Timescales for response

The initial information gathering will begin within 1 – 2 working days from receipt of referral. Adults and Carers will be kept informed of indicative timescales for any further input.

Applying the criteria

The level of criteria when a formal service will be provided will be based on available resources, and this will be kept under review regularly by the senior leadership team. The framework emphasises the fair allocation of resources based on need, prioritising more significant needs and risks. It categorises needs by priority rather than the person, meaning individuals may have both high and low-priority needs, and not all needs will be addressed immediately. Addressing a significant need may also lead to a positive effect, where resolving one issue reduces risks in other areas.

It is recognised that preventative approaches, such as self-managed care, can help minimise future service needs. Continuous and effective review processes are crucial to ensure proper management and allocation of resources.

Service provision

There is a wide variety of services available, both statutory and non-statutory.

The level of available support will be determined by the level of eligible need of the Adult or Carer and availability of resources.

Any service from social work will be reviewed regularly. If circumstances change, an adult or carer can ask for a review or reassessment.

Provision Of Equipment and/or Adaptations

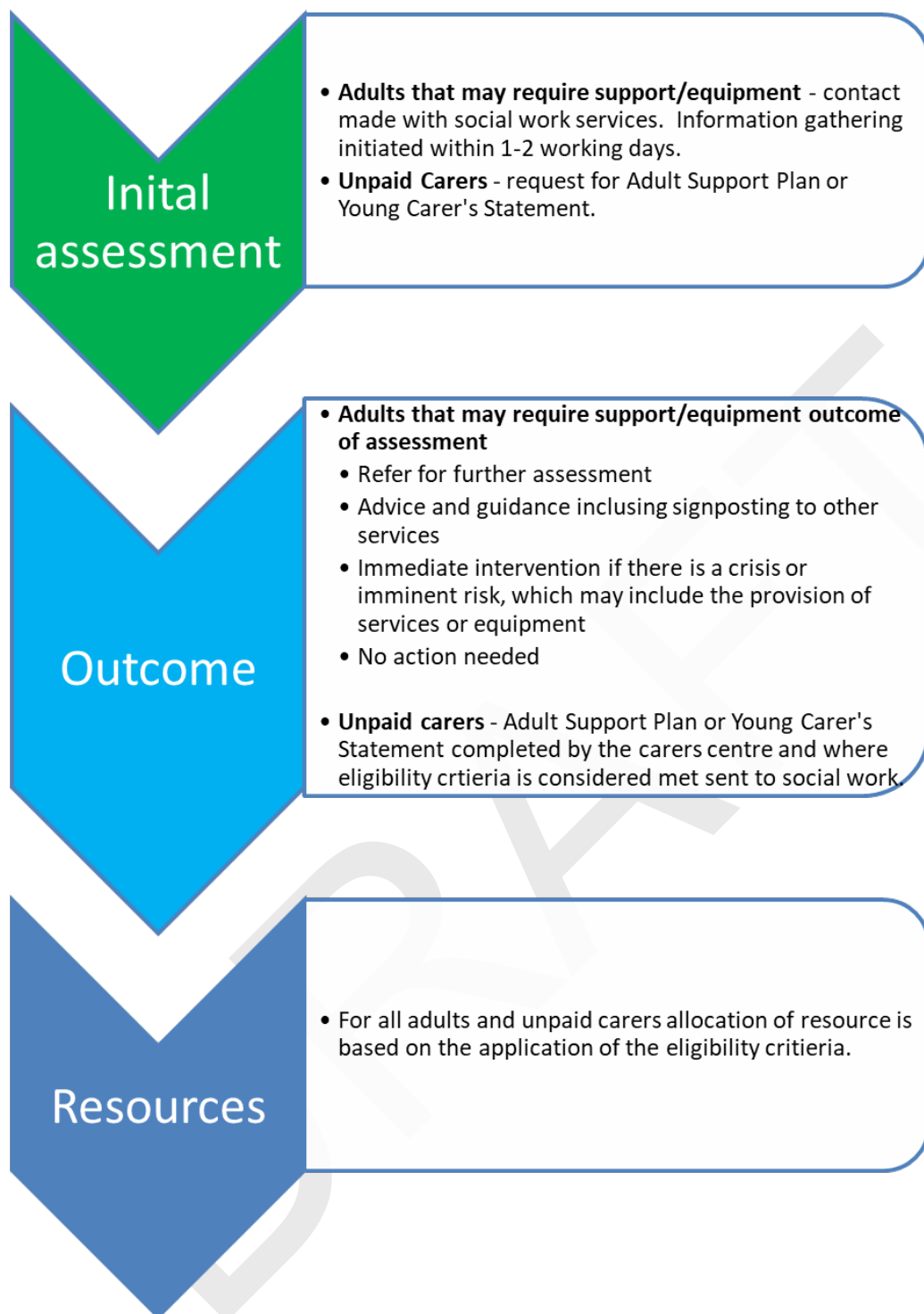
In considering the provision of equipment and/or adaptations the Adult must:

- Reside in the Falkirk Council area and the equipment and/or adaptations must be at the adult's only or main residence.
- Have a long-term condition which makes it harder for them to live independently or be recovering from trauma and/or surgery resulting in an acute short-term need.
- Have a home where it is suitable, safe, and accessible for them, their family, paid and unpaid carers to use the equipment and/or adaptation.
- Need, and be able to use, the item of equipment provided either independently, or with appropriate levels of support.
- At all levels of criteria, a graded approach to the provision of equipment and adaptations will be taken. This means that basic, cost-effective items will be considered first, only progressing to more complex provision of equipment and/or adaptations, where basic equipment has been exhausted to meet the eligible outcome or goal.
- A reablement approach to maximise independence will be utilised across all interventions and at each point of assessment or review.

Charges

All services are subject to the charging policy, further information can be found [here](#).

Appendix 1 Flowchart for process



Appendix 2 Definitions of Risk/Priority

Risks relating to personal care/home environment

CRITICAL	SUBSTANTIAL	MODERATE	LOW
(High)		(Medium/ Preventative)	(Low/ Preventative)
Unable to do vital or most aspects of personal care causing a major harm or danger to client or others or major risks to independence.	Unable to do many aspects of personal care causing significant risk of danger or harm to client or others or there are significant risks to independence.	Unable to do some aspects of personal care indicating some risk to independence.	Difficulty with one or two aspects of personal care, domestic routines, and/or home environment.
Extensive/complete loss of choice and control over vital aspects of home environment causing major harm or danger to client or others or there are major risks to independence.	Substantial loss of choice and control managing home environment causing a significant risk of harm or danger to client or others or a significant risk to independence.	Able to manage some aspects of home environment, leaving some risk to independence.	Able to manage most basic aspects of home environment.

Risks relating to carers

CRITICAL	SUBSTANTIAL	MODERATE	LOW
(High)		(Medium/ Preventative)	(Low/ Preventative)
Severe loss of independence.	Significant distress and/or risk to independence.	Independence.	To independence.
Carer has major physical/mental health difficulties due to the impact of their role as a carer causing life threatening harm or danger to	Carer has significant physical/mental health difficulties due to the impact of their role as a carer causing significant risk of harm or danger to	Carer able to manage some aspects of the caring/family/domestic/social roles. Potential risk to breakdown of their	Carer able to manage most aspects has difficulty understanding one or two aspects of their

CRITICAL	SUBSTANTIAL	MODERATE	LOW
(High)		(Medium/ Preventative)	(Low/ Preventative)
themselves or others.	themselves or others.	own health identified.	caring/domestic role but with low risk.
There is a complete breakdown in the relationship between client and carer and carer is unable to continue caring or has difficulty sustaining vital or most aspects of their caring role.	There is a significant risk of breakdown in the relationship between client and carer and carer is unable to sustain many aspects of their caring role.	Relationship maintained although at times under strain between client and carer/limiting some aspects of the caring role.	Relationship maintained between client and carer by limiting aspects of the caring role.
Carer is unable to manage vital or most aspects of their caring/family/work/domestic/social roles and responsibilities.	Carer is unable to manage many aspects of their caring/family/work/domestic/social roles and responsibilities.	Carer is able to manage some aspects of their caring/family/work/domestic/social roles and responsibilities.	Carer is able to manage most aspects of their caring/family/work/domestic/social roles and responsibilities.

Risk relating to participation in community life

CRITICAL	SUBSTANTIAL	MODERATE	LOW
(High)		(Medium/ Preventative)	(Low/ Preventative)
Unable to sustain involvement in vital aspects of work/education/learning causing severe loss of independence.	Unable to sustain involvement in many aspects of work/education/ Learning causing a significant risk to losing independence.	Unable to manage several aspects of involvement in work/learning/ education and this will, in the foreseeable future, pose a risk to independence.	Has difficulty undertaking one or two aspects of work/learning/ education/family and/or social networks indicating little risk to independence.
Unable to sustain involvement in vital or most aspects of family/social roles and responsibilities and social contact causing severe loss of independence.	Unable to sustain involvement in many aspects of family/social roles and responsibilities and social contact causing significant	Able to manage some of the aspects of family/social roles and responsibilities and social contact, that pose some risk to independence.	Able to manage most of the aspects of family/social roles and responsibilities and social contact that pose some risk to independence.

CRITICAL	SUBSTANTIAL	MODERATE	LOW
(High)		(Medium/ Preventative)	(Low/ Preventative)
	distress and/or risk to independence.		

Risk relating to neglect or physical or mental health

CRITICAL	SUBSTANTIAL	MODERATE	LOW
(High)		(Medium/ Preventative)	(Low/ Preventative)
Major health problems which cause life threatening harm or danger to clients or others.	Significant health problems which cause significant risks of harm or danger to client or others.	Some health problems indicating some risk to independence and/or intermittent distress, potential to maintain health with minimum interventions.	Few health problems indicating low risk to independence, potential to maintain health with minimum interventions.
Serious abuse or neglect has occurred or is strongly suspected, and client needs protective intervention by social care services (includes financial abuse and discrimination).	Abuse or neglect has occurred or is strongly suspected (includes financial abuse and discrimination).	Vulnerable clients need to raise their awareness to potential risks of abuse.	Preventive measures including reminders to minimise potential risk of abuse.