

## ELIGIBILITY / PRIORITISATION FRAMEWORK

The prioritisation of all referrals to Adult Services will be based on the information received at the time of the referral or on the further information gathering by worker involved at the initial stage. The following prioritisation framework will be used to guide the allocation of referrals for assessment. The need for this prioritisation framework is in direct response to the increasing volume of referrals and demand for services.

In all priority areas, information will be provided about other sources of support and services in the local area and signposting to relevant services/organisations. Care and support services will work in partnership with carer(s)/family and any relevant others to achieve this.

<div> <div>CARE MANAGER</div> <div> <div></div> <div></div> </div> </div>	<b>Priority 1- CRITICAL risk/need where serious harm or loss of life may occur</b>
	<ul style="list-style-type: none"> <li>• There is an immediate risk to the person's survival.</li> <li>• Serious abuse, harm or neglect to self or others has occurred, or is strongly suspected to the extent that protection measures are required.</li> <li>• There are extensive and constant care and support needs on an ongoing or time limited basis that, if not met, present an immediate risk to the person or other.</li> <li>• The carer(s) ability to continue in their role has broken down due to major physical or mental health difficulties and there is a need to immediate care and support.</li> </ul>
	<b>Priority 2 – SUBSTANTIAL risk/need where harm may occur now or in the near future</b>
	<ul style="list-style-type: none"> <li>• There is a significant risk to the person's survival.</li> <li>• Abuse, harm or neglect to self or others has occurred or is at risk of occurring.</li> <li>• There are significant care and support needs on an ongoing or time limited basis.</li> <li>• Absence or inadequacy of care and support is causing the person significant distress and their health to deteriorate.</li> <li>• The carer(s) ability to continue in their role is at risk of breaking down and the person needs care and support</li> </ul>



HOME CARE ASSESSOR

HOME CARE ASSESSOR

SOCIAL WORK ASSISTANT

<p>Priority 3 – MODERATE risk/need where harm may occur if action is not taken in the longer term</p> <ul style="list-style-type: none"> <li>• There are care and/or support needs that will, if not met, impair the persons longer term capacity to regain, maintain or sustain their independence or living arrangements.</li> <li>• The person can make their needs known and ask for appropriate assistance when needed.</li> <li>• The carer(s) ability to continue in their role is unlikely to be sustainable in the longer term.</li> <li>• Recognition will be given to circumstances, at the discretion of the Partnership, where a proactive or preventative approach would reduce the need for additional resources in the longer term.</li> </ul>
<p>Priority 4 – NO/LOW risk/need where a person's quality of life may be affected, if needs are not met</p> <ul style="list-style-type: none"> <li>• There are no/or minimal care and/or support needs but the person can maintain their independence or living arrangements if these are not met, or can make other arrangements to have them met.</li> <li>• The person can make their needs known and ask for/arrange appropriate assistance.</li> <li>• The person has a support network.</li> <li>• The needs are such that they can be met by provision other than social care services.</li> </ul>