

## Eligibility Criteria for adults' care and support



# Easy Read Guide

# Eligibility Criteria



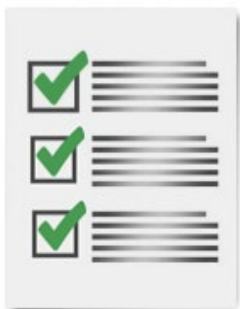
We wrote this document to tell you about the eligibility criteria for adult social services.



Eligibility criteria are guidelines. They help us decide if you can receive care and support from adult social services.



In North Somerset, we assess your care and support needs using the eligibility criteria in the Care Act 2014.



To receive some types of care and support from adult social services, you must meet the eligibility criteria explained below.



**1. To be eligible, you must have a physical or mental impairment or illness such as:**



A physical disability.



A learning disability.



A mental illness.



Or a condition such as autism.



**2. To be eligible you must also be unable to achieve two or more of the outcomes listed below without support.**



Choosing and preparing your food.



Getting dressed.



Using the toilet.



Keeping yourself clean.



Keeping safe at home.



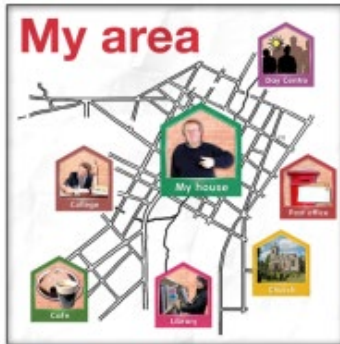
Keeping your home clean and tidy.



Seeing your friends and family.



Finding and going to work, training, education, or volunteering.



Making use of necessary facilities and services in the local area. These are things like transport or things you may enjoy doing, like swimming.



Carrying out responsibilities you have for a child.



Well-being means whether you are happy, healthy, and safe.



If you can't achieve two or more of these goals and your well-being suffers, we will work with you. We will work with you to agree on a support plan.



If you aren't eligible, we will suggest other ways you can get care and support.

If you want to speak to someone for advice or to find out if you have eligible care needs, please contact Care Connect.

**Telephone:** 01275 888 801

**Email:** [careconnect@n-somerset.gov.uk](mailto:careconnect@n-somerset.gov.uk)

**Write:** Care Connect

Town Hall

Walliscotte Grove Road

Weston-super-Mare

BS23 1UJ



### **What if I don't agree with a decision on eligibility?**

If you think we missed key info or your situation changed, the first step is to contact Care Connect. Use the above details.

Someone will then decide if it is right to reconsider the original decision. Or we will assess your needs again.

Sometimes, the decision will still be that you are ineligible for support. If you disagree with this decision, you can complain here:

<https://n-somerset.gov.uk/council-democracy/complaints->

---

Author: Gavin Hutchison  
Created:07/02/2024  
Review date: