

Eligibility criteria for adult's care and support – Easy Read



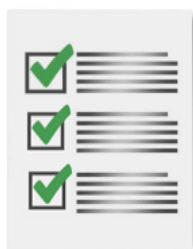
We wrote this easy read guide to tell you about the eligibility criteria for adult social services.



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.



Autism, or other difficulties.



2. To be eligible you must also be unable to do two or more of the things listed below without support.



Choosing and preparing your food.



Getting dressed.



Using the toilet.



Keeping yourself clean.



Keeping safe at home.



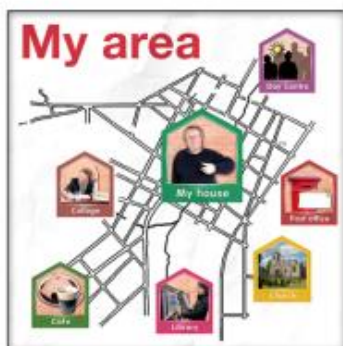
Keeping your home clean and tidy.



Seeing your friends and family.



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



Making use of resources 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.



If you can't do 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.



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



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 on 01275 888 801



If you think we missed key info or your situation changed, the first step is to contact [Care Connect](#). You can use the above contact details.



Sometimes, the decision will still be that you are ineligible for support. If you disagree you can write to the complaints manager at

Adult Social Services and Housing,
Town Hall,
Weston-super-Mare,
BS23 1UJ.

You can also call 01275 882171

or

email complaints.manager@n-somerset.gov.uk

Author: Gavin Hutchison

Created:07/02/2024

Review date: 07/02/2026