

## National Eligibility Criteria and assessment under the Care Act 2014

This page features information and advice on the National Eligibility Criteria and access to care services:

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### Assessment of need

The way care and support needs are assessed in England is based on the National Eligibility Criteria which is set out in the Care Act 2014. This means that decisions made about the help you may receive will consider your wellbeing and what is important to you and your family.

There is a national level of eligibility for care and support that Wiltshire Council will consider when we assess what help we can give to you. This may result in you being eligible for care and support, and will make it easier for you to plan for the future. Whatever your level of need, we will be able to put you in touch with the right organisation to support your wellbeing and help you remain independent for longer.

### What are the National Eligibility Criteria?

Under the National Eligibility Threshold, an individual's needs must be judged against 3 criteria. To be eligible, the person must meet all three criteria:

**1. Are a person's needs due to a physical or mental impairment or illness?**

This includes conditions such as physical, mental, sensory, learning or cognitive disabilities or illnesses, brain injuries and substance misuse.

**2. If the person does have needs caused by physical or mental impairment or illness:**

It should then be considered whether they are **unable** (clicking this link will open another window with the definitions of unable) to achieve two or more of the following outcomes:

- managing and maintaining nutrition
- maintaining personal hygiene
- managing toilet needs
- being appropriately clothed
- being able to make use of the adult's home safely
- maintaining a habitable home environment
- developing and maintaining family or other personal relationships
- accessing and engaging in work, training, education or volunteering

- making use of necessary facilities or services in the local community including public transport and recreational facilities or services
- carrying out any caring responsibilities the adult has for a child

There is no hierarchy to the eligibility outcomes – all are equally important.

**3. If the person does have needs caused by physical or mental impairment or illness; and is unable to achieve two or more specified outcomes it must be considered whether:**

There is a significant impact on the person's wellbeing as a result of their inability to meet the above outcomes.

The term 'significant' must be understood to have its 'everyday meaning', as it is not defined by the regulations. The individual's wellbeing is considered to be made up of the following:

- personal dignity
- physical and mental health and emotional wellbeing
- protection from abuse and neglect
- control by the individual over day-to-day life
- participation in work, education, training or recreation
- suitability of living accommodation
- the individual's contribution to society

## Carers National Eligibility Criteria

The Care Act requires that Carers are assessed on the basis of the criteria listed below. Carers can be eligible for support in their own right. The threshold is based on the impact their caring role has on their wellbeing. When determining carer eligibility, Wiltshire Council will consider the following 3 conditions:

**1. The carer's needs for support arise because they are providing necessary care to an adult.**

Carers can be eligible for support whether or not the adult for whom they care has eligible needs. The carer must also be providing 'necessary' care (i.e. activities that the individual requiring support should be able to carry out as part of normal daily life but is unable to do so). If the carer is providing care and support for needs that the adult is capable of meeting themselves, the carer may not be providing 'necessary' care and support.

**2. As a result of their caring responsibilities, the carer's physical or mental health is either deteriorating or is at risk of doing so or the carer is unable to achieve any one of the following outcomes:**

- carrying out any caring responsibilities the carer has for a child
- providing care to other persons for whom the carer provides care
- maintaining a habitable home environment in the carer's home, whether or not this is also the home of the adult needing care
- managing and maintaining nutrition
- developing and maintaining family or other personal relationships
- engaging in work, training, education or volunteering
- making use of necessary facilities or services in the local community, including recreational facilities or services
- engaging in recreational activities

As with the previous criteria, there is no hierarchy to the eligibility outcomes – all are equally important.

**3. As a consequence of being unable to achieve these outcomes, there is, or there is likely to be, a significant impact on the carer's wellbeing.**

The term 'significant' must be understood to have its 'everyday meaning', as it is not defined by the regulations.

Regardless of what needs are identified the council will work with you to provide information and advice that will support you to continue in your role as a carer. This will include information about local services and community resources.

## **How do I find out if I have eligible care and support needs?**

In order to establish if you have needs that meet the eligibility criteria you need to request an assessment. We will work with you to identify ways in which you can meet your own needs and if it is determined you have eligible needs that cannot be met, we will work with you to look at how best to support you.

We will work with you to identify your individual needs as each person may be affected by different needs in different ways.

If you would like to request an assessment please call us on 0300 456 0111.

Alternatively you can find more information on the National Eligibility Criteria on our [adult abuse page](#).

## **More information**

Adult Social Care in Wiltshire