



Eligibility Criteria for adults and older people



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About us



We are the Council's Adult Social Work Team.

We are part of Orkney Health and Care.

We are also known as OHAC.



We help people when they need **social care** services.

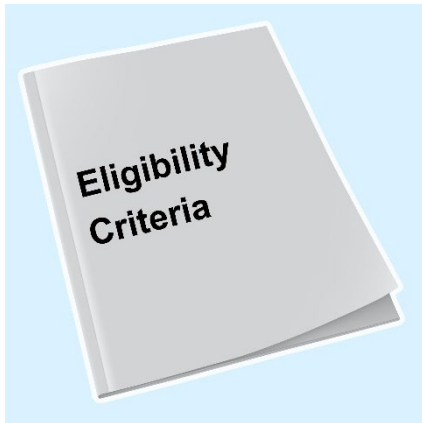
Social care services help you to be safe when you need help to look after yourself.



Social care services can help with things like:

- getting dressed
- washing yourself
- getting around in your home

What are Eligibility Criteria



This leaflet is about **eligibility criteria**.

Eligibility criteria are the rules we use to decide how much you need social care services.

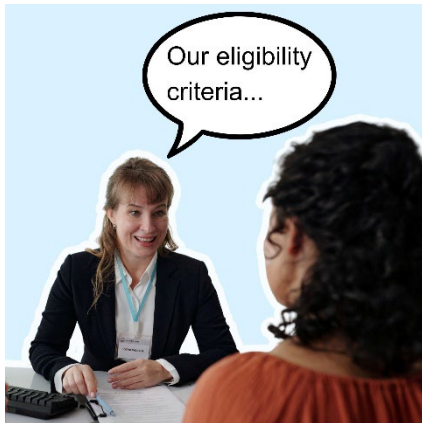


And how quickly you need them.



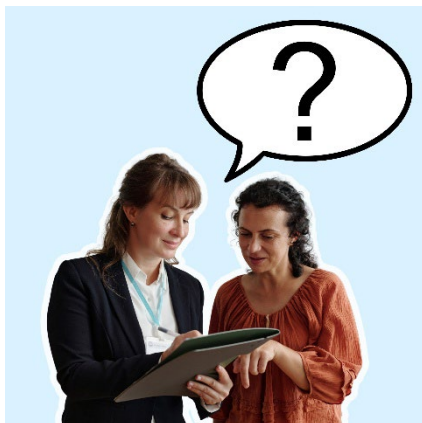
These rules help us to make fair decisions about who needs support.

And what support they need.



It is also a government rule that we tell you about our eligibility criteria.

How we use Eligibility Criteria



We use the eligibility criteria when we do an **assessment**.

An **assessment** is when we ask you questions about your everyday life.



We will also talk to other people who help you.



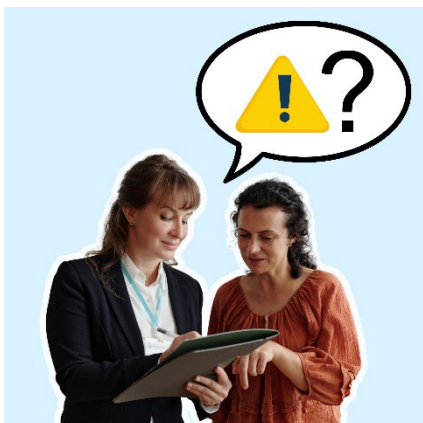
For example, your:

- family
- community nurse
- doctor



We will always tell you before we talk to other people.

How we use your assessment



We use your assessment to work out the risk to your health and wellbeing.

Risk is the chance of you being unsafe if you do not get help from social care services.



We talk about risk so we can help you stay as safe and as well as possible.

It does not mean you have done anything wrong.



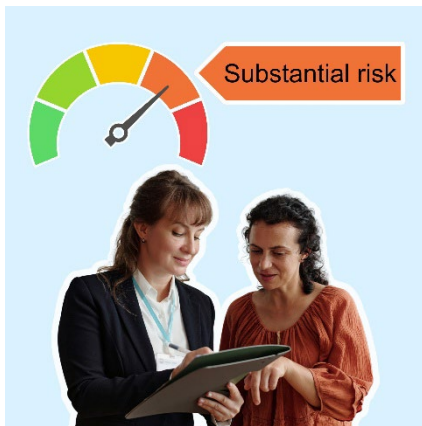
There are 4 different risk levels:

- **Critical risk**



Critical risk means the risk to your health and wellbeing is very high.

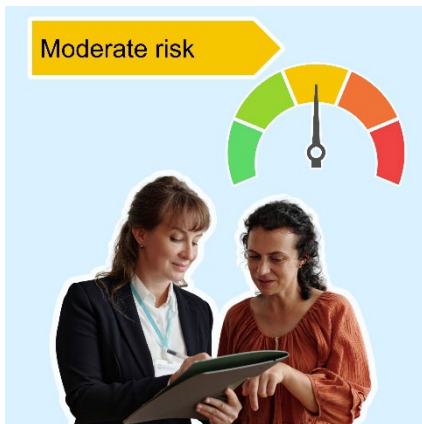
You may need support from us quickly.



- **Substantial risk**

Substantial risk means the risk to your health and wellbeing is high.

You may need support from us quickly.

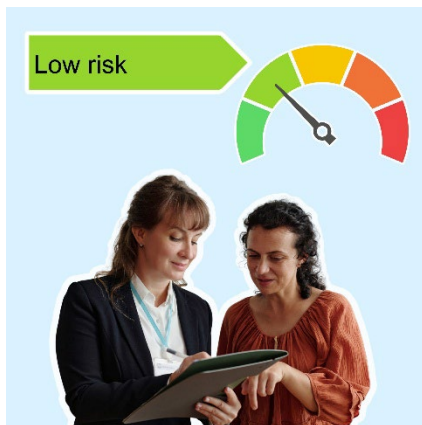


- **Moderate risk**

Moderate risk means there is some risk to your health and wellbeing.

We will tell you about other services that may be able to help you.

- Low risk



Low risk means that there may be little risk to your health and wellbeing.

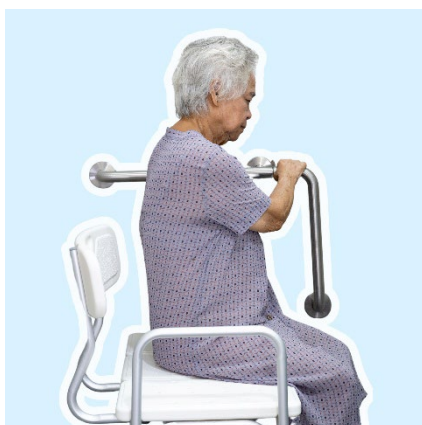
We will tell you about other services that may be able to help you.

What happens if your risk level is critical or substantial

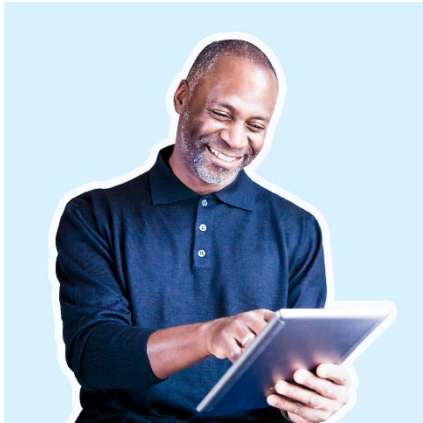


If your risk level is critical or substantial, we will talk to you about the best ways we can help.

This could include things like:



- adding things to your house like handrails or ramps.

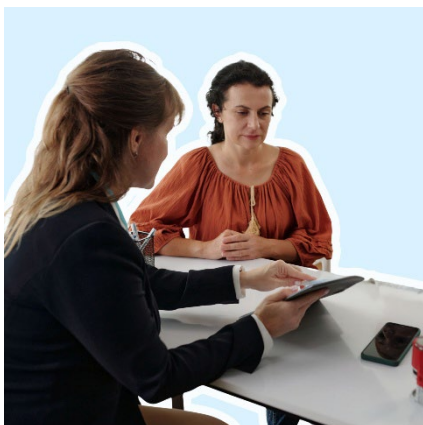


- setting up new technology that can help you look after yourself.

And showing you how to work it.



- visits from a care worker to help you look after yourself



- There are other options that we may talk to you about.

We will do this if we think they are needed.



Once you get social care services, you will have **review meetings**.

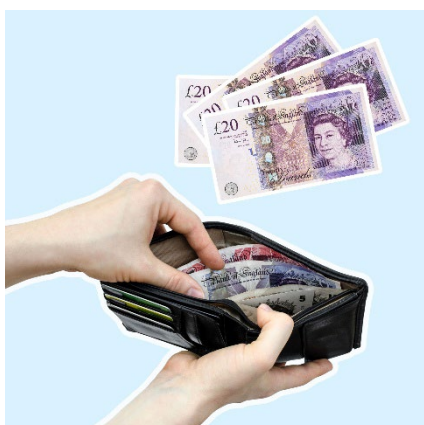
Your **review meeting** is when you talk about how your social care is working

What happens if your risk level is moderate or low



If your risk level is moderate or low, we will tell you about other services.

And how you can get help from them.



This will be to help with things like:

- the money you get from the government



- your health



- where you live



- how you get to important places



- your wellbeing



These services will include charities and community groups.

What to do if you do not think your assessment is right



You can tell us if you think your assessment is not right.



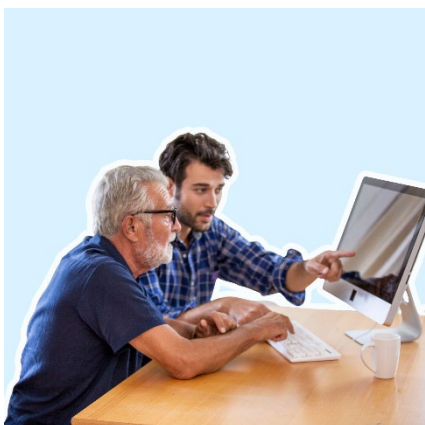
We also have a **complaints procedure**.

The **complaints procedure** tells you how to tell us you are unhappy with our decision or our work.

You read about the Council's complaints procedure on their website:



- <https://www.orkney.gov.uk/your-council/complaints-compliments-and-feedback/complaints-procedure/>



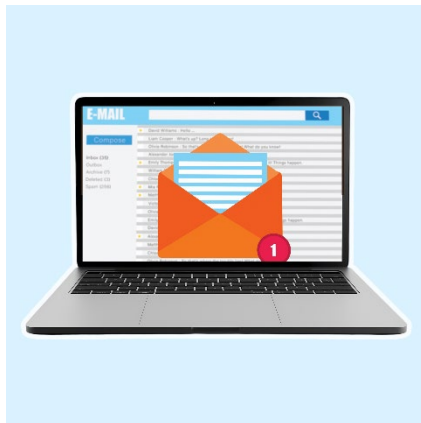
You can also ask someone you trust to help you make a complaint.

More information



You can phone us at the Council on
01856 873535.

Please ask for the Adult Services Duty
Worker.



You can email us at:
asw@orkney.gov.uk.



Voluntary Action Orkney (VAO) made
this Easy Read for Orkney Health and
Care (OHAC).



In this Easy Read we used images from
Canva.