

# Adult Social Care Assessments and eligibility



Coventry City Council



Updated March 2023



## 0 What is an assessment?

During an assessment, we will collect information about you and your life. We will talk with you about your strengths and difficulties and how they affect your wellbeing. This helps us understand your situation, your needs, and how to plan for the future. It is an important process that allows us to identify the best way to help you.

Any adult who may have needs for care and support can have an assessment. Anyone who looks after another adult and may need help to enable them to continue to care can have a Carers Assessment.

Listed below are things we will look at during your assessment. You might want to think about them before you contact us. It might help to write things down.

We will ask you about:

- **Who (if anyone) would you like to be involved in your assessment?**  
If you have a carer, we will need to speak to them.
- **What are you finding difficult, and how is this affecting your daily life?**
- **What is your daily routine, and how are you managing it?**
- **How is your health, and how does it affect you?**  
Include medication, recent visits, or contact with your GP or hospital.
- **Are you looking after yourself?**  
(e.g. washing, dressing, meals, shopping, managing your home and finances)
- **What do you enjoy doing?**
- **What things are important to you?**
- **What support is already available to you, and what's working well?**  
(e.g. help from family and friends, equipment and aids, paid carers)
- **What support/things have worked well in the past?**
- **What things do you do well?**
- **What would you like to achieve/do more?**

If you are a carer:

- **Is your caring role affecting you in your day-to-day? If yes, then how?**
- **What things do you do well?**
- **What would you like to achieve/do more?**

You can also complete an online self-assessment at: [www.coventry.gov.uk/adultscid](http://www.coventry.gov.uk/adultscid)

## ○ What happens during an assessment?

The assessment will begin when you contact us or if someone does on your behalf. We will talk to you about your current concerns and difficulties and what you would like to improve and change. We need to understand any recent changes in your life.

First, we will ask you for your permission to record the information about you on our social care recording system. We may need to share with or collect this information from other agencies and organisations if we help to arrange support for you, for example, information from your GP. We will keep this information safe and confidential.

We will look at different types of support that can prevent you from needing longer-term care and allow you to maintain or regain your independence. For example, we may suggest equipment or changes you could make at home that might help you with the things you find difficult or make it safer for you, and/or we will try and link you to community support and resources.

It may be that some support provided for a short period could help you regain the skills and confidence to manage more for yourself. We will usually offer this support before considering ongoing support.

If you need further support, we will work with you to decide your ongoing needs and whether you are eligible for continued support from the Council. It will also involve having a financial assessment to learn if you need to pay toward the cost of your care.

## ○ How will you decide if my needs are eligible for support?

Once we have identified your needs, we will use a set of rules to help us decide if you can get support from us. These rules are national, and you may hear them called the “eligibility threshold” or “eligibility criteria”. If any of your needs are currently being met by a carer, or in any other way, we will still consider whether those needs are eligible, in case you need support in the future. Your needs may change or vary from time to time because of your health or situation. We will consider this when deciding whether you are eligible for support.

### ○ How will I know about the decision?

After the assessment, we will write to you and explain our decision and the reasoning behind it. If you have eligible needs, we will work with you to plan your care and support. If you do not have eligible needs, we will give you information and advice about what care and support are available to help you. For example, this could be from local charities or voluntary organisations.

### ○ How will the Council help me plan my support?

Your assessment will help us calculate how much support you may require based on your needs. We may estimate what it might cost the Council to support you; this is called an ‘indicative amount’ and is a starting point for calculating your personal budget. To understand more about Personal Budgets and arranging support, visit our web page on ‘Personal Budgets and arranging your support’ at: [www.coventry.gov.uk/care-support/assessments-eligibility-support-planning/5](http://www.coventry.gov.uk/care-support/assessments-eligibility-support-planning/5)

We will also consider cost-effectiveness in providing support, ensuring that the right amount of support is received without costing more than it should. The cost of different options will be relevant in deciding between options to meet someone’s care and support needs. In the first instance, alternative options to Local Authority funded care will be considered. For example, we will approach family or friends willing to provide care, provide equipment, or consider community services.

When the local authority is responsible for providing services to meet care and support needs, a personal budget will be calculated. This is enough to enable support to be arranged to meet a person’s assessed needs most cost-effectively. A person’s personal budget will not usually increase above this amount. However, people can purchase more care or use a more expensive alternative if they can fund the additional cost.

There may be a difference between a person’s needs and preferences. The local authority must ensure that the services provided are cost-effective to meet needs rather than fulfil preferences. If applicable, options for a person or a third party to fund additional services to meet preferences can be discussed.

## ○ Will I have to pay for my support?

We will calculate how much you may have to contribute to the cost of your support. We will run a financial assessment to gauge if you need to pay anything towards your care and how much that might be. At this stage, we will only be able to estimate what the Council might pay and what you might pay, but it will help to start planning your care and support.

## ○ What happens when I am receiving support?

Once your support is in place, we will check back with you after six to eight weeks to ensure everything is working effectively for you. After that, your ‘care and support plan’ will be reviewed every year to decide if the plan is still right for you. If you think your needs have changed, you can call us at any time to request a review.

If you disagree with any part of the process, you should discuss this first with your assessor. You can also make a complaint via our Adult Social Care complaints process: [www.coventry.gov.uk/socialcarecomplaint](http://www.coventry.gov.uk/socialcarecomplaint)

## o Contact Adult Social Care Direct

If you require this information in another language or format, please email [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

Call **024 7683 3003**

or email [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

or visit [www.coventry.gov.uk/health-social-care](http://www.coventry.gov.uk/health-social-care)

Speech impairment, deaf or hard of hearing? You can call using Next Generation Text (also known as Text Relay and TypeTalk): **18001 024 7683 3003**

Jeśli potrzebujesz zawartych informacji w innym języku lub formacie, prosimy o wiadomość e-mail na adres [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ

[ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk) 'ਤੇ ਈਮੇਲ ਕਰੋ

اگر آپ کو یہ معلومات کسی دوسری زبان یا فارمیٹ میں درکار ہوں تو براۓ مہربانی [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk) پر ای میل کریں۔

إذا اردت الحصول على هذه المعلومات بلغة أو تنسيق آخر، يرجى إرسال بريد إلكتروني إلى: [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

Dacă aveți nevoie de aceste informații într-o altă limbă sau format, vă rugăm trimiteți email la:

[ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

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