

For more information contact:

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Opening hours

Monday – Friday
8am – 6pm

This document can be explained to you in other languages and can be provided in alternative formats such as large print and Braille.

For further information please contact Customer First on 0141 577 3001 or email **customerservices@eastrenfrewshire.gov.uk**
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eligibility criteria for social care

**How we prioritise social care services to
people aged 65 and over who are eligible
under the Free Personal or
Nursing Care Policy**



The Scottish Government has introduced a standard way for councils to decide what level of care people aged 65 and over will receive after they've assessed people's needs.

This is called the **National Standard Eligibility Criteria and Waiting Times Guidance**.

It sets out how we will organise personal and nursing care services for older people identified as being at critical or substantial risk, within a maximum of 6 weeks following confirmation of need. It applies everywhere in Scotland.

East Renfrewshire Community Health and Care Partnership (CHCP) uses these Eligibility Criteria to make sure that it provides services fairly to those in need and uses its resources effectively. As our resources and services are limited we want to make sure that we give them to people who face the greatest risks and are most in need of help. Any referral for services is always prioritized on the basis of vulnerability and need.

How do we do this?

After assessing your needs we will work out with you what is most important in keeping you safe and able to live at home. We will prioritise those services which help to reduce risks you may face such as:

- Risk of neglect or to physical or mental health
- Risks relating to personal care/domestic routines/home life
- Risks to your being part of your community

We use 4 categories of risk when working this out:

- 1 critical
- 2 substantial
- 3 moderate
- 4 low

In most cases we will only offer services to people assessed as having critical or substantial risks. If you have moderate or low needs we will provide advice and information on how best to stay as healthy and well as you can and put you in touch with other support services if they are available.

When will you get help?

Where a person is 65 or over, and we have agreed that they are eligible for services under the Free Personal or Nursing Care Policy, we will aim to begin providing services within 6 weeks of the time of assessment.

What if my needs change?

You or someone who knows you can contact us at any time if your needs change and we can look at your situation again

If you would like a copy of the guidance please contact us or you can access at **www.scotland.gov.uk**