

Social Care

Assessment and eligibility policy



Read more:

Care Act: Section 9 to 13

Guidance: Chapter 6, p75

Anyone who asks for a care and support assessment will be given either a date or timescale of when we will be able to assess them.

We will prioritise people with greatest need, for example, who are at risk, vulnerable or who are in hospital.

We provide a website called Somerset Choices that people, if they choose, can use to help them understand the care and support system. It also explains the eligibility criteria for a personal budget.

The website also provides information on services and providers that people can go to directly to make their arrangements if they choose to.

Contacting us is straight forward, and no one should have to repeat what they tell us to different people.

For those of you who have an assessment, our assessment process is clear, understandable and proportionate. It includes your views, views of people who represent or know you and will also include our professional view.

Sometimes our view may be different to yours; we will always explain the reasons.

If you would like someone to support you or help you understand your assessment, we can provide details of people (independent advocates) who can help you, or we can make arrangements on your behalf if you prefer.

An assessment could be completed as a supported self-assessment; face to face; on line or by phone; joint with other organisations; combined with a carer's assessment.

Our assessment will make sure we understand you and what you want to achieve.

We will follow the national eligibility rules to work out if you are eligible for our financial support to help you achieve some, or all of the things in your care and support plan. We will explain our decisions.

We will help you to write a care and support plan listing how you can achieve things.

Carers are entitled to an assessment in their own right. This will seek to understand their willingness to continue in that role, what support they may need to continue in the caring role, as well as what help they need to achieve the things they would like to do for themselves.