

# Adult Social Care

Preventing, Reducing and Delaying Eligible  
Needs Policy



## Glossary

Policy	Is a document that explains how Wiltshire Council will make decisions about a particular area or areas. Policies are used to make it clear to everyone what they can expect from Wiltshire Council.
Consultation	Is when the Council shares its ideas about a proposal to gather the views of communities and people who may be affected if the changes are agreed. Wiltshire Council will consider feedback gathered during the process and may make changes before submitting the proposal to elected members who make decisions.
Care Act (2014) Regulations and Guidance	This is the law that sets out how local authorities must deliver care and support services in England. The draft policies have been developed so as to comply with the requirements of the Act, The Care and Support (Preventing Needs for Care and Support) Regulations 2014 and the Care and Support Statutory Guidance
Wellbeing	<p>This concept is central to the Care Act and must inform all of a local authority's activities. There is no one definition of wellbeing and it is a broad concept. Considerations of wellbeing will take the following into account;</p> <ul style="list-style-type: none"> <li>•Personal dignity</li> <li>•Physical and mental health and emotion well-being</li> <li>•Protection from abuse</li> <li>•Control by the individual over day-to-day life</li> <li>•Participation in work, education, training, or recreation</li> <li>•Social and economic well-being</li> <li>•Domestic, family and personal</li> <li>•Suitability of living accommodation</li> <li>•The individual's contribution to society</li> </ul>
Carer	A carer is someone (aged 18 or over) who helps another person in their day to day life, usually a relative or friend, who could not manage without that support. This is not the same as someone who provides care professionally or through a voluntary organisation
Eligible Needs	Care and Support needs that meet the criteria set out in the Care Act and as such must be met by the Council based on your financial situation
Information	Means the communication of knowledge and facts regarding care and support and preventative services, facilities and services as described in the Care and Support Statutory Guidance paragraph 2.40
Advice	Means helping a person to identify choices and/or providing an opinion or recommendation regarding a course of action in relation to care and support.
Duty	This means that the Council is legally required to do what it sets

	out in the legislation.
Discretionary Power	These are powers Wiltshire Council can choose to use but are not legally required to do so.

### Terms included in this Policy

Preventing, reducing or delaying needs	Any activity, service or information that reduces or delays a person developing new or further care and support needs. Services range from services available to all such as local leisure facilities to targeted services to reduce the risk that an individual will need acute hospital care.
Intervention	Any activity, resource, service, information or advice that is intended to prevent, reduce or delay an adult developing an eligible care and support need.
Primary interventions	Facilities or resources to help an individual avoid developing needs for care and support, or help a carer avoid developing support needs. Usually universally available to everyone living within a community.
Secondary interventions	Targeted interventions aimed at individuals who have an increased risk of developing needs
Tertiary Interventions	Interventions for people who already have care and support needs designed to reduce the impact those needs will have them.
Intermediate Care	Services delivered by joint health and social care teams that are provided to people, usually older people, after they have left hospital or when they are at risk of being sent to hospital. These services are free for a period of up to six weeks.

## Policy Cover Information

Policy number	2	Version number	3	Status	Draft
Implementation lead	All adult social care commissioners			Implementation date	August 2016
Policy approved by	Joint Commissioning Board			Date approved	tbc
Next review date	April 2018				

## Policy Control Sheet

Policy title	Preventing, Reducing and Delaying Eligible Needs Policy
Purpose of policy	To explain how Wiltshire Council will deliver the duty to prevent, reduce and delay needs set out in the Care Act.
Policy author(s)	Olly Spence
Lead Director	James Cawley, Strategy & Commissioning
Target audience	Frontline staff and members of the public
This policy supersedes	N/A
This policy should be read alongside	Charging Policy <a href="#">Safeguarding Policy</a> Carers Strategy Older Peoples Review (to be published) Statement on Policy on Adult Social Care and Support
Monitoring and review lead	Executive Office
First year review date	April 2017
Subsequent review date	April 2018
Internet link	<a href="http://www.wiltshire.gov.uk">www.wiltshire.gov.uk</a>

This policy can be made available in a range of accessible formats if required.

## **Contents**

- 1- Preventing, Reducing and Delaying Needs**
- 2- The Legal Framework**
- 3- Interventions applicable to this Policy**
- 4- Scope of the Policy**
- 5- Criteria**
- 6- Charging for services that prevent, reduce or delay needs**
- 7- Intermediate Care**
- 8- Who will be involved in this Policy**
- 9- Review**
- 10-Further Information**

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# Preventing, Reducing and Delaying Needs Policy

## 1. Introduction

The Care Act 2014 places a duty on local authorities to provide or arrange for the provision of services, facilities or resources, which would contribute towards preventing, delaying or reducing the development of needs for care and support for adults and needs for support for carers. This policy document sets out Wiltshire Council's approach to meet this general duty.

Wiltshire Council (the Council) will work with individuals and families as well as other local organisations and communities to promote wellbeing and independence, build resilience and give people access to the right information, advice and choice and control over the support they may need to prevent, reduce or delay the development of eligible needs. The delivery of this general duty will be an on-going consideration and not a single activity or intervention.

The Council remains committed to preventing and delaying the development of eligible care and support needs and reducing the existing care and support needs for adults and for carers.

The purpose of this policy is to set out how Wiltshire Councils adult care service area will prevent, reduce or delay the development of eligible needs for care and support. Eligible needs are needs that meet the eligibility criteria as described in the Care Act 2014

**Key Statement-** The idea of preventing people developing needs is not new but for the first time the Care Act makes it a legal responsibility that Local Authorities ensure they prevent, reduce and delay people developing care and support needs. The policy sets out the way in which Wiltshire Council adult care will deliver this new general duty.

## 2. Legal framework

The Care Act 2014 imposes a duty on Local Authorities to provide or arrange for the provision of services, facilities or resources, or take other steps, which it considers will:

- a. contribute towards preventing or delaying the development by adults in its area of needs for care and support;
- b. contribute towards preventing or delaying the development by carers in its area of needs for support;
- c. reduce the needs for care and support of adults in its area;
- d. reduce the needs for support of carers in its area;

This policy is written in accordance with the statutory framework and guidance.

### 3. Interventions applicable to this Policy

#### a) Prevention Definition

The duty of prevention covers many different types of support, services, facilities or other resources. Although there is no single definition, the statutory guidance makes reference to three general approaches to Interventions (primary, secondary and tertiary) that might prevent, reduce or delay needs arising. Wiltshire Council will ensure that there are a variety of interventions available at all three levels across the County.

#### b) Types of Interventions that will prevent, reduce or delay needs arising

Wiltshire Council will ensure that a range of services, activities and resources are available to people in Wiltshire that will enable them to support themselves; this will include

	Examples of what Wiltshire will do
<p>Primary Interventions generally includes universal services, facilities or resources to help an individual avoid developing needs for care and support, or help a carer avoid developing support needs; by maintaining independence and promoting wellbeing.</p> <p>These services are available without an assessment and are aimed at individuals who are at low risk of developing eligible needs.</p> <p>Primary prevention services will be made available to all those living in the community in Wiltshire including people who are not currently supported by Wiltshire Council or other statutory organisations</p>	Access to good quality information including the information portal
	Services that promote healthy lifestyles, independence and well-being
	Public transport networks
	Housing related support to help people maintain tenancies and live independently.
	Services to reduce loneliness and isolation such as lunch clubs
	Support people to remain active members of their local community
<p>Secondary Interventions (reduce) These are more targeted interventions aimed at individuals who have an increased risk of developing needs. The provision of services, facilities or resources may help slow down or reduce any further deterioration or prevent other needs from developing.</p> <p>Some services such as falls prevention clinics will be jointly delivered with local community health services</p>	Fall prevention clinics
	Adaptations to housing to improve accessibility
	Telecare services
	Services which support people into economic independence through employment, and maintaining appropriate and stable housing
<p>Tertiary Interventions(delay)</p> <p>These are interventions aimed at</p>	Equipment to support independent living
	Intermediate care and reablement services delivered to maintain a customer's independence or prevent

<p>minimising the effect of a disability or deterioration for people and supporting people to regain skills. Tertiary services may also be offered if people are identified as being at high risk of developing eligible needs.</p> <p>Many of these services are delivered through integrated health and social care pathways.</p>	admissions to acute services.
	Services will also support people when they are at risk of being sent to hospital to help them maintain or regain the ability to live independently.
	Services will be delivered when there is a significant risk that without support a customers' ability to live independently will be significantly affected.
	Intermediate care services will include support at a time of unexpected need such as rapid response services and urgent care at home.
	These services will include Home First care at home services, intermediate bed based care and the urgent care at home service

**Key Statement-** The list above has been provided to give people an idea of the types of services available in Wiltshire that are designed to prevent, reduce and delay needs arising and is not an exhaustive list.

#### 4 Scope of policy

##### a) To whom does this policy apply.

The duty to prevent needs for care and support applies to all adults in Wiltshire, including:

- i. people who do not have any current needs for care and support;
- ii. adults with needs for care and support, whether their needs are eligible and/or met by the local authority or not;
- iii. carers, including those who may be about to take on a caring role or who do not currently have any needs for support, and those with needs for support which may not be being met by the local authority or other organisation

##### b) What we will do

Wiltshire Council will arrange or provide services, facilities or resources which would prevent delay or reduce individuals' needs for care and support, or the needs for support of carers. Interventions aimed at preventing, reducing and delaying the development of eligible needs shall be promised based on interventions that will;

- a. Reduce the likelihood a person will need to be admitted to hospital or acute care settings
- b. Reduce the likelihood that a person's care and support needs will need to be met in a residential care setting on a permanent basis



- c. Prevent a need from developing and/ or escalating and support a person to remain independent at home

Wiltshire Council will take into account the impact a service will have on preventing, reducing or delaying an eligible need when determining if a intervention intended to prevent, reduce or delay needs will be offered. If the intervention is very likely to prevent, reduce or delay the development of eligible needs that will mean the situations above are likely to occur the relevant interventions will be offered in accordance with this policy.

Wiltshire Council will work in partnership with other statutory organisations including the Clinical Commissioning Group to facilitate services for all adults that will support people to retain and develop independence including support to access education, employment and training and to maintain stable housing. This will include offering appropriate intervention services with the CCG for customers supported through general practitioners or community mental health services.

Wiltshire Council will consider what services, information or activities might reduce the prevent, reduce or delay the risk of a customer developing eligible needs before an Assessment of Needs is completed and will ensure services, information and activity that will prevent, reduce and delay needs arising is considered throughout all care management activities.

**Key Statement-** The Council has proposed a series of situations in which it will prioritize services that will prevent, reduce or delay needs arising. This does not mean these services or resources will not be considered in other situations.

## 5. Criteria

- a. Wiltshire Council will arrange or provide services, resources or facilities that maximize independence for those with needs to help reduce the impact of those needs.
- b. The Council will always establish if universal/primary services are sufficient to prevent a person developing eligible needs. Other interventions will only be considered after it has been determined that the risk a person will develop eligible needs will not be sufficiently reduced through universal services such as information and advice or universal community resources.
- c. The criteria for deciding if the Council will provide support intended to prevent, reduce or delay needs will be based on (i) the level of risk a person has around the likelihood of situations occurring as set out in section 4b and (ii) the likelihood interventions will reduce the likelihood of any or all of those situations occurring. If there is a very high risk of the situation occurring appropriate support will be put in place (early help/ targeted intervention). Lower levels of risk will mean the person can be supported to access services through appropriate information and advice and community resources.

## 6. Charging for Services that will Prevent, Reduce or Delay Needs arising

- a) There will be a charge against some services intended to prevent, reduce or delay eligible needs based on a person's ability to pay. When deciding whether to charge for a particular service, the Council will weigh up the outcomes of the relevant needs, financial assessment, affordability and viability of the activity against the likely impact that charging may have on uptake. The Councils Charging Policy provides more information about how

charges will be calculated and can be accessed via the Councils website. *(hyperlink will be added when policy live)*

- b) Information and advice will not be charged for.
- c) Secondary and Tertiary interventions to prevent, reduce or delay needs services may be charged for. Customers will always be offered the choice of a full financial assessment instead of a light touch assessment.
- d) The exception to this will be those services that the Council is not allowed to charge for:
  - i. Equipment
  - ii. Minor Adaptations under £1,000
  - iii. Intermediate Care services
  - iv. Services provided under section 117 aftercare of the Mental Health Act
- e) Wiltshire Council will not charge Carers for services provided to meet their identified eligible needs

**Key Statement-** The care act gives Councils the discretionary power to charge for some services that will prevent, reduce or delay needs. This section explains that Wiltshire Council may charge people for services based on their ability to pay and the likelihood a preventative service will reduce the risk of somebody needing care in hospital, a residential care home or will lose independence at home. As stated above the Council will not charge for information and advice or other services that are excluded from charging in the Care Act regulations.

## 7. Intermediate Care

Wiltshire Council will ensure that appropriate Intermediate Care services are provided to patients, usually but not exclusively older people, after leaving hospital or when they are at risk of being sent to hospital. These services will offer a link between hospitals and where people normally live, and between different areas of the health and social care system, community services, hospitals, GPs and social care.

The Council will provide intermediate care for people where the support will;

- a. Help people avoid going into hospital unnecessarily
- b. Help people be as independent as possible after a stay in hospital
- c. Prevent people from having to move into residential care home until they really need to

Intermediate care services will not be means tested and will be free to the customer usually for a period of up to six weeks. From time to time intermediate care services will be provided free of charge for a period extending beyond six weeks if additional support is very likely to prevent a customer developing eligible needs as described above.

## **8. Who will be Involved**

The Council will aim to ensure that these services are developed and co-produced as appropriate with individuals, families, friends, carers, the community and voluntary groups. In delivering this aim, the Council will engage local communities and facilitate an open conversation about how we can best deliver prevention services within our communities.

The Council already has a range of services, facilities and resources in place to prevent reduce and delay the development of eligible needs that it will continue to build upon based on this engagement (Please see the table at section 3 paragraph b) the Council will carefully consider the breadth of local resources that are already available in order to identify what further steps to take to ensure preventative services are available across Wiltshire's communities.

## **9. Review of Policy**

This Preventing, Reducing and Delaying Eligible Needs Policy will be reviewed annually or earlier as required by policy or legislation

## **10. Contact information / further guidance**

Further advice and guidance is available from the Care Act Team via [careactissues@wiltshire.gov.uk](mailto:careactissues@wiltshire.gov.uk), Wiltshire Council customer advisors: 0300 456 0111 and Wiltshire Council Information Portal [www.yourcareyoursupportwiltshire.org.uk](http://www.yourcareyoursupportwiltshire.org.uk)