

## Will I be entitled to care and support services from Carmarthenshire County Council?

### Fact Sheet 29

(August 2023)

#### Introduction

Before we can tell you whether you are entitled to care and support services from Carmarthenshire County Council you will need an assessment from a social work staff member. For further details about that assessment, please see Factsheet 22 'I think I may need help.'

#### Eligibility

As part of the assessment of your care and support needs, the social work staff member will need to consider whether you are eligible for care and support services from Carmarthenshire County Council. To work out whether you are eligible Carmarthenshire County Council like all other Welsh local authorities uses criteria set by Welsh Government.

#### Eligibility Criteria

In general, in order to be entitled to care and support services, or a direct payment from Carmarthenshire County Council you must meet 4 conditions.

The first condition is that your needs arise from either physical or mental ill-health, age, disability, dependence on alcohol or drugs, or other similar circumstances.

If you do, then the social work staff member will look to see whether your needs relate to one or more of the following:

- Ability to carry out self-care or domestic routines; (self-care includes: eating/drinking; maintaining personal hygiene; getting up & dressed; moving around the home; preparing meals, keeping the home clean, safe and hygienic)
- Ability to communicate.
- Protection from abuse or neglect.
- Involvement in work education, learning or in leisure activities.
- Maintenance or development of family or other significant personal relationships.



For more information on social care services log onto:  
[www.carmarthenshire.gov.wales/socialcare](http://www.carmarthenshire.gov.wales/socialcare)

- Development and maintenance of social relationships and involvement in the community;
- or fulfilment of caring responsibilities for a child

If they do then you will have met the second condition under the eligibility criteria.

The social work staff member will then look to see whether you are able to meet these needs yourself. When considering whether you can meet your own needs, we will take into account whether doing so causes you significant pain, anxiety, or distress. We will consider whether if you met your own care needs it would endanger your health or safety, or someone else. We will also consider the time it would take you to meet your own care needs.

If you can't meet your care and support needs on your own, the social work staff member will consider whether there is someone else willing and able to meet your needs, for example a carer. If you don't have a carer then the social work staff member will consider whether your care needs can be met by an organization in the community rather than through Carmarthenshire County Council. This is the third stage of the eligibility criteria.

If you cannot meet your own needs, you don't have someone else like a carer who is willing and able to meet your needs, and there are no other community-based services available to meet your needs, it is very likely that you will be eligible for care and support services from Carmarthenshire County Council. However, the social work staff member undertaking the assessment of your care and support needs will confirm this.

### **What if I believe I am eligible for care and support, but the social work staff member does not think I am?**

We would encourage you to discuss this initially with the social work staff member and ask them why they do not think you are eligible. You may also want to explain the reasons why you think you are eligible. If you cannot resolve this through that discussion, you are entitled to make a complaint through Carmarthenshire County Council's social care complaints process. Further details on the complaints process can be found in our Factsheet 17 Making a comment, compliment, or complaint. However, for ease of reference to make a complaint you can either do this:

- By phone on **01267 234567**
- By email **complaints@carmarthenshire.gov.uk**

- By completing our online complaints and compliments form available at: [www.carmarthenshire.gov.uk/complaintsandcompliments](http://www.carmarthenshire.gov.uk/complaintsandcompliments)
- By post (you do not need a stamp): Freepost RRZH-HXZC-AGLE, Complaints and Compliments Team, County Hall, Carmarthen, SA31 1JP
- By recording your representation on a tape, a video or a DVD and sending this to the Complaints and Compliments Team

**This factsheet is also available in Welsh.**  
**If you would like this factsheet in any other format**  
**telephone 01267 228703 or**  
**email: [socialcare@carmarthenshire.gov.uk](mailto:socialcare@carmarthenshire.gov.uk)**