

Who can refer a person?

Anyone can – a person can refer themselves, family, friends, neighbours or other professionals e.g. Health Visitor, G.P. or the Police.

How?

By telephone – Adult Services Access Team's number is **686179**

By letter – Department of Health & Social Care
3rd Floor Markwell House
Market Street
Douglas
Isle of Man
IM1 1EF

In person, to Markwell House
By fax - to 686321
By e-mail - AdultReferrals.DHSC@gov.im

When?

The office is open from:
Monday - Thursday 9.00 am to 5pm
Friday - 9.00 am to 4.30 pm

Out-of-Hours referrals - for emergencies only

- should be made via Nobles Hospital on 650000 and ask for the on call Social Worker for Adults.

Initial contact will be with the Adult Services Access Team. You will be asked for the following information:

- Your name, address and telephone number
- The name, address and telephone number of the person concerned in the request (if not yourself)
- The persons marital status and date of birth
- If the person is aware that you are ringing for them
- A brief description of the problem or request



**Isle of Man
Government**

Reiltys Ellan Vannin



Adult Services Access Team
Department of Health & Social Care
3rd Floor Markwell House
Market Street
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Isle of Man
IM1 1EF

Email: AdultReferrals.DHSC@gov.im

Telephone: (01624) 686179

Website: www.gov.im/socialcare



**Department of Health and
Social Care**
*Rheynn Slaynt as Kiarail y
Theay*

**Adult Services
Fair Access to Care Service**

Access to Adult Care Services

The adult social work teams in the Department of Social Care provide specialist support to three main client groups:

- Older people living in the community
- Older people within a hospital setting
- Adults under the age of 65 with a Permanent and substantial disability

In addition there are some areas for which the Department has a legal or professional duty to respond. These include Mental Health Act assessments, appropriate adult interviews and adult protection referrals. These are all currently coordinated by the adult service access team.

Fair Access to Care Services

The Department of Social Care Adult Services has introduced a Fair Access to Care Services (FACS) system in order to promote transparency, equitability and consistency in access to adult care services.

This will establish a framework that considers four key factors to maintain an individual's independence -

- All aspects of health, both mental and physical, plus any behavioural concerns which would threaten the safety of the individual or those caring for them
- The ability an individual has to control their situation and choices about their life
- The ability to manage their personal care needs, domestic activities and look after their own dependents
- The possibility of involvement in leisure and social activities, paid and unpaid work, learning and volunteering

Using this framework Social Work team staff will assess the level of impact faced by an individual, if the issues relating to independence are not addressed, and record them as **critical, substantial, moderate** or **low**.

The purpose of an adult social care assessment is to identify and evaluate an individual's presenting needs and how these needs impose barriers to that person's independence and/or wellbeing. Information derived from an individual's assessment should be used to inform decisions on eligibility.

The threshold for access to services provided by Adult Services is set at those with **moderate** need or above. Those considered to have a **low** need will be signposted to other services or be given advice and information.

It is clear that services should be targeted towards those in greatest need. However the Department also recognises that we cannot neglect low level presenting needs which could lead to deterioration quickly due to a lack of timely, appropriate intervention.

The common way we refer to a person's needs are as follows;

'presenting needs' -those issues and problems that are identified when people first contact Social Services.

Presenting needs only become what Guidance terms **'eligible needs'** when the Department accepts responsibility for them because they fall within the FACS eligibility criteria.

Information to assist individuals to make arrangements to meet their own needs can be given at any stage, regardless of whether the person has needs above or below the threshold line for services.

Wherever possible people should be empowered to make arrangements to meet their own needs through the provision of wide ranging information and advice, including that about welfare benefits.

The Adult Social Care Service would describe prevention as the action intended to prevent or delay loss of independence and to improve quality of life. Any preventive approach should encourage self-determination, choice and dignity including economic participation for those of working age.