

Assessment

How do I get an assessment?

We can help you decide whether you need an assessment. Whether you are entitled to care and support depends on your needs and how they affect your wellbeing. The person assessing you will be trying to work out whether your needs meet the 'national eligibility criteria'.

National eligibility criteria

There are two parts to this. First of all, your needs must meet all three of the following conditions:

1. Your needs are related to a physical or mental impairment or illness (this includes frailty due to old age)
2. Your needs make you unable to achieve two or more of the tasks listed below
3. You can't do two or more of the tasks listed below on your own and this has a significant impact on your wellbeing

If you meet the three conditions above AND you have difficulty achieving two or more of the following independently, you should get an assessment:

- Prepare and eat food and drink (i.e. manage and maintain nutrition)
- Wash yourself and your clothes (i.e. manage and maintain personal hygiene)
- Go to the toilet (i.e. manage toilet needs)
- Dress appropriately, for example during cold weather
- Move around the home safely (this includes getting into your home from outside)
- Keep your home sufficiently clean and safe
- Develop and maintain family and/or other personal relationships in order to avoid loneliness or isolation
- Access and engage in work, education, training or volunteering, including physical access
- Safely use facilities and services in your local community like public transport and recreational facilities or services
- Carry out any caring responsibilities, such as for a child.

If you think you or someone you know meets the three conditions and is unable to do two or more of the tasks above, please get in touch. For care and support, call one of our Sirona advisers on 01225 396000, option 2 and tell them about your needs. If you are providing unpaid care or support to someone, contact [the Bath and North East Somerset Carers' Centre](#) on 0800 0388885 who will talk to you about your situation and needs.

How do I arrange an assessment?

Call one of our Sirona advisers on 01225 396000, option 2 and tell them about your needs. They will help you find the care and support you need. The adviser you speak to will either:

- Arrange for you to meet someone so that we can find out more about what you need OR
- Direct you to information and advice to help you

Are you looking after someone else?

Looking after someone who is struggling to live independently can mean many things. Are you helping someone with anything like washing, dressing or eating, taking them to regular appointments or keeping them company when they feel lonely or anxious? Contact the [Bath and North East Somerset Carers' Centre](#) who will talk to you about your situation and needs.

What will happen next?

The person you speak to at the Carers' Centre will either:

- Arrange for you to meet someone for a full assessment who will help you decide what support you need. OR
- Give you helpful information and advice about how to make caring a little easier.

Do you feel your needs have changed since you were last assessed?

If you are already receiving care and support from us, but feel that your needs have changed since your last assessment please get in touch. Either:

- Talk to someone you know or someone already helping with looking after you like your GP, community nurse or mental health nurse. OR
- Call one of our Sirona advisers on 01225 396000, option 2 and tell them about your needs. They will help you find the care and support you need.

What will happen next?

The adviser you speak to will either arrange for you to come and meet someone for a full assessment or direct you to information and advice to help you

Where can I get help?

If you think you may meet the national eligibility criteria get in touch to arrange an assessment. For care and support, call one of our Sirona advisers on 01225 396000, option 2 and tell them about your needs. If you are providing unpaid care or support to someone, contact the Bath and North East Somerset Carers' Centre on 0800 0388885 who will talk to you about your situation and needs.

If you have mental health needs: please get in touch with your GP.

If you don't think you meet the national eligibility criteria, we still want to make sure you get the information, advice, care and support you need, even if you don't need a full assessment. Explore our pages about care and support to see what is available for you in Bath and North East Somerset.