

Appendix B- Assessment Service Requirements and Assessment Pathway

Assessment Pathway

The Provider must deliver a proportionate assessment pathway aligned to Lancashire's strengths-based approach.

Step 1- Initial Contact and Triage

The Provider must undertake an initial conversation to:

1. Identify the caring role.
2. Establish presenting issues.
3. Identify immediate risks.
4. Explore strengths and support networks.
5. Provide information and advice.
6. Determine whether further intervention is required.

The Provider must ensure no carer is turned away without a clear outcome or onward pathway.

Expected outcomes may include:

1. Self-help information.
2. Information and advice.
3. Community connection.
4. Referral to the Connecting Service.
5. Progression to Stage 2.

Step 2- Targeted Assessment and Intervention

Where needs cannot be resolved through information and advice alone, the Provider must undertake a more detailed conversation to understand:

1. Impact of caring responsibilities.
2. Risks to wellbeing.
3. Social isolation.
4. Employment impacts.
5. Education impacts.
6. Financial pressures.
7. Physical and mental health concerns.
8. Sustainability of the caring role.

The Provider must work collaboratively with carers to identify solutions and outcomes.

Expected interventions may include:

1. Managed referrals.
2. Support coordination.
3. Community support.
4. Wellbeing support.
5. Crisis prevention support.
6. Progression to formal assessment.

Step 3- Statutory Carer's Assessment

Where required, the Provider must complete a full Carer's Assessment in accordance with the Care Act 2014.

Assessments must consider:

1. The carer's desired outcomes.
2. Willingness and ability to continue caring.
3. Impact on wellbeing.
4. Relationships and social participation.
5. Health impacts.
6. Employment and education.
7. Personal aspirations.
8. Emergency planning arrangements.

The Provider must complete:

1. Eligibility determinations.
2. Support planning.
3. Funding recommendations.
4. Direct Payment recommendations.
5. Referral documentation for commissioned support.

Support Planning

The Provider must ensure support planning is outcome-focused.

Support plans must include:

1. Identified strengths.
2. Community assets.
3. Informal support networks.
4. Preventative interventions.
5. Agreed outcomes.
6. Professional actions.
7. Carer actions.
8. Review arrangements.

Support plans must focus on enabling carers to achieve outcomes rather than creating dependency on services.

Reviews

The Provider must undertake reviews proportionate to assessed need.

Reviews must:

1. Assess whether outcomes are being achieved.
2. Review changes in caring responsibilities.
3. Review changes in risk.
4. Identify emerging needs.
5. Update support plans where required.
6. Consider progression into statutory support where appropriate.

The Provider must ensure annual reviews are completed for carers receiving statutory support.

Crisis Response and Escalation

The Provider must maintain arrangements for responding to situations where:

1. Caring arrangements are at risk of breakdown.
2. There are safeguarding concerns.
3. The carer's health has deteriorated.
4. Emergency respite arrangements are required.

5. There is significant risk to either the carer or cared-for person.

Appropriate escalation pathways must be established with Lancashire County Council.