

1 Accommodation

Assessments

User

Rater

Does the person have an appropriate place to live?

What kind of home do you live in?

Do you have any problems with accommodation?

Rating	Meaning	Example
0	No need	Has an adequate and appropriate home (even if currently in hospital). No need for assistance
1	Met need	Home undergoing adaptation/redecoration. Needs and is getting help with accommodation, e.g. in residential care, sheltered housing
2	Unmet need	Homeless, inappropriately housed or home lacks basic facilities such as water, electricity, heating or essential alterations
9	Not known	

If rated 0 or 9 go to Question 2

How much help with accommodation does/will the person receive from friends or relatives?

Rating	Meaning	Example
0	None	
1	Low help	Occasionally does odd jobs concerning accommodation, e.g. minor redecorations
2	Moderate help	Substantial help with improving accommodation such as organising redecoration or specific adaptations
3	High help	Living with a relative because own accommodation is unsatisfactory
9	Not known	

How much help with accommodation does the person receive from local services?

How much help with accommodation does the person need from local services?

Rating	Meaning	Example
0	None	
1	Low help	Minor redecoration, referral to housing agency/assisted housing
2	Moderate help	Major improvements, actively pursuing change in accommodation
3	High help	Being rehoused, living in supported accommodation, residential care, nursing home or continuing care hospital ward
9	Not known	

Overall, does the person receive the right type of help with their accommodation?

(0=No; 1=Yes; 9=Not known)

Overall, is the person satisfied with the amount of help they are receiving with accommodation?

(0=Not satisfied; 1=Satisfied; 9=Not known)

Comments:

2 Looking after the home

Assessments

User

Rater

Does the person have difficulty looking after their home?

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Are you able to look after your home?
Does anyone help you?

Rating	Meaning	Example
0	No need	Independent in looking after the home, home may be untidy but kept basically clean
1	Met need	Limited in looking after home and has appropriate level of domestic help
2	Unmet need	Not receiving appropriate level of domestic assistance. Home is a potential health/fire/escape hazard
9	Not known	

If rated 0 or 9 go to Question 3

How much help does the person receive from relatives or friends with looking after the home?

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Rating	Meaning	Example
0	None	
1	Low help	Prompts or helps tidy up or clean occasionally
2	Moderate help	Prompts or helps clean at least once a week
3	High help	Does most or all of the household tasks
9	Not known	

How much help does the person receive from local services with looking after the home?

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How much help does the person need from local services with looking after the home?

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Rating	Meaning	Example
0	None	
1	Low help	Prompting/supervision by staff
2	Moderate help	Some assistance with household tasks
3	High help	Majority of household tasks done by staff
9	Not known	

Overall, does the person receive the right type of help with looking after the home?

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(0=No; 1=Yes; 9=Not known)

Overall, is the person satisfied with the amount of help they are receiving with looking after the home?

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(0=Not satisfied; 1=Satisfied; 9=Not known)

Comments:

3 Food

Assessments

User

Rater

Does the person have difficulty in getting enough to eat?

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Are you able to prepare your own meals and do your own shopping?
Are you getting the right sort of food?

Rating	Meaning	Example
0	No need	Able to buy and/or prepare adequate meals independently
1	Met need	Unable to prepare food and has meals provided to meet need
2	Unmet need	Very restricted diet, culturally inappropriate food, unable to obtain adequate food, difficulty swallowing normal food
9	Not known	

If rated 0 or 9 go to Question 4

How much help does the person receive from relatives or friends with getting enough to eat?

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Rating	Meaning	Example
0	None	
1	Low help	Occasional meal provided and/or occasional help with shopping
2	Moderate help	Help with weekly shopping and/or meals provided more than weekly, but not daily
3	High help	Assistance with food provided daily
9	Not known	

How much help does the person receive from local services with getting enough to eat?

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How much help does the person need from local services with getting enough to eat?

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Rating	Meaning	Example
0	None	
1	Low help	1-4 meals a week provided or assisted for one meal a week
2	Moderate help	More than 4 meals a week provided or assisted for all meals. Weekly shopping
3	High help	All meals provided
9	Not known	

Overall, does the person receive the right type of help with getting enough to eat?

(0=No; 1=Yes; 9=Not known)

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Overall, is the person satisfied with the amount of help they are receiving with getting enough to eat?

(0=Not satisfied; 1=Satisfied; 9=Not known)

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Comments:

4 Self-care

Assessments

User

Rater

Does the person have difficulty with self-care?

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*Do you have any difficulty with personal care like washing, cutting your nails or dressing?
Do you ever need help?*

Rating	Meaning	Example
0	No need	Appropriately dressed and groomed independently
1	Met need	Needs and gets appropriate help with self-care
2	Unmet need	Poor personal hygiene, unable to wash or dress, not receiving appropriate help
9	Not known	

If rated 0 or 9 go to Question 5

How much help does the person receive from relatives or friends with self-care?

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Rating	Meaning	Example
0	None	
1	Low help	Prompts (e.g. to change clothes) or help occasionally
2	Moderate help	Regular assistance, e.g. weekly or more often
3	High help	Daily assistance with care, e.g. dressing, bathing, weekly laundry
9	Not known	

How much help does the person receive from local services with self-care?

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How much help does the person need from local services with self-care?

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Rating	Meaning	Example
0	None	
1	Low help	Occasional prompting by staff
2	Moderate help	Supervise weekly washing and some other aspects of self-care
3	High help	Supervise most aspects of self-care; assist most days
9	Not known	

Overall, does the person receive the right type of help with self-care?

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(0=No; 1=Yes; 9=Not known)

Overall, is the person satisfied with the amount of help they are receiving with self-care?

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(0=Not satisfied; 1=Satisfied; 9=Not known)

Comments:

5 Caring for someone else

Assessments

User

Rater

Does the person have difficulty caring for someone else?

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Is there anyone that you are caring for?

Do you have any difficulty in looking after them?

Rating	Meaning	Example
0	No need	No one to care for or no problem in caring
1	Met need	Difficulties with caring and receiving help
2	Unmet need	Serious difficulty in looking after or caring for another person
9	Not known	

If rated 0 or 9 go to Question 6.

How much help does the person receive from relatives or friends with looking after someone else?

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Rating	Meaning	Example
0	None	
1	Low help	Occasional help, less than once a week
2	Moderate help	Help most days
3	High help	Cared for person goes to stay with friends or relatives, assistance required every day
9	Not known	

How much help does the person receive from local services with caring?

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How much help does the person need from local services with caring?

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Rating	Meaning	Example
0	None	
1	Low help	Person goes to day care, weekly assistance at home
2	Moderate help	Nearly daily assistance at home, ongoing carer support/training for user
3	High help	Respite care, 24-hour package or plans for alternative care for the cared for person
9	Not known	

Overall, does the person receive the right type of help with caring?

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(0=No; 1=Yes; 9=Not known)

Overall, is the person satisfied with the amount of help they are receiving with caring?

☐

(0=Not satisfied; 1=Satisfied; 9=Not known)

Comments:

6 Daytime activities

Assessments

User

Rater

Does the person have difficulty with regular, appropriate daytime activities?

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*How do you spend your day?
Do you have enough to do?*

Rating	Meaning	Example
0	No need	Adequate social, work, leisure or learning activities, can arrange own activities
1	Met need	Some limitation in occupying self, has appropriate activities organised by others
2	Unmet need	No adequate social, work or leisure activities
9	Not known	

If rated 0 or 9 go to Question 7

How much help does the person receive from relatives or friends with daytime activities?

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Rating	Meaning	Example
0	None	
1	Low help	Occasional help in arranging activities
2	Moderate help	Help at least weekly
3	High help	Daily help with arranging or providing activities
9	Not known	

How much help does the person receive from local services with daytime activities?

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How much help does the person need from local services with daytime activities?

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Rating	Meaning	Example
0	None	
1	Low help	Adult education, weekly day activity
2	Moderate help	Day centre 2-4 days a week. Day hospital attendance. Adequate activities 2-4 days a week
3	High help	Provision of suitable activity 5 or more days a week, e.g. day hospital or day centre
9	Not known	

Overall, does the person receive the right type of help with daytime activities?

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(0=No; 1=Yes; 9=Not known)

Overall, is the person satisfied with the amount of help they are receiving with daytime activities?

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(0=Not satisfied; 1=Satisfied; 9=Not known)

Comments:

7 Memory

Assessments

User

Rater

Does the person have a problem with memory?

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Do you often have a problem remembering things that happened recently?
Do you often forget where you've put things?

Rating	Meaning	Example
0	No need	Occasionally forgets, but remembers later. No problem
1	Met need	Some problems, but having investigations/assistance
2	Unmet need	Clear deficit in recalling new information: loses things, becomes disorientated in time and/or place, not receiving appropriate assistance
9	Not known	

If rated 0 or 9 go to Question 8

How much help does the person receive from relatives or friends for memory loss?

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Rating	Meaning	Example
0	None	
1	Low help	Prompting, occasional notes, reminders
2	Moderate help	Assistance/supervision most days
3	High help	Living with a relative, constant supervision
9	Not known	

How much help does the person receive from local services for memory loss?

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How much help does the person need from local services for memory loss?

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Rating	Meaning	Example
0	None	
1	Low help	Some advice/assistance with memory, GP clinic reviews
2	Moderate help	Undergoing investigations. Regularly sees health care professional, e.g. memory clinic, day hospital, specialist day facility. Modified environment
3	High help	Specially modified care because of memory needs. Intensive assistance
9	Not known	

Overall, does the person receive the right type of help for memory loss?

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(0=No; 1=Yes; 9=Not known)

Overall, is the person satisfied with the amount of help they are receiving for memory loss?

☐

(0=Not satisfied; 1=Satisfied; 9=Not known)

Comments:

8 Eyesight/hearing/communication

Assessments

User

Rater

Does the person have a problem with sight or hearing?

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Do you have any difficulty hearing what someone says to you in a quiet room?
Do you have any difficulty in seeing newspaper or watching television?
Are you able to express yourself clearly?

Rating	Meaning	Example
0	No need	No difficulties (wears appropriate corrective lenses or hearing aid, is independent)
1	Met need	Some difficulty, but aids help to some extent, receiving appropriate investigations or assistance to care for aids
2	Unmet need	A lot of difficulty seeing or hearing, does not receive appropriate assistance
9	Not known	

If rated 0 or 9 go to Question 9

How much help does the person receive from relatives or friends with sight or hearing?

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Rating	Meaning	Example
0	None	
1	Low help	Help making appointments for sight/hearing problems. Occasional assistance
2	Moderate help	Regular help with difficult tasks such as reading correspondence
3	High help	Help with most tasks that are difficult because of a hearing/vision problem
9	Not known	

How much help does the person receive from local services with sight/hearing?

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How much help does the person need from local services with sight/hearing?

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Rating	Meaning	Example
0	None	
1	Low help	Advice about impairment, aids provided or monitored
2	Moderate help	Investigations/treatment. Aids regularly reviewed. Regular assistance with tasks
3	High help	Assistance several days a week. Hospital appointments, specialist services or specialist day facilities
9	Not known	

Overall, does the person receive the right type of help with sight/hearing?

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(0=No; 1=Yes; 9=Not known)

Overall, is the person satisfied with the amount of help they are receiving with sight/hearing?

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(0=Not satisfied; 1=Satisfied; 9=Not known)

Comments:

9 Mobility/falls

Assessments

User

Rater

Does the person have restricted mobility, falls or any problems using public transport?

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*Do you have trouble moving about your home? Do you have falls?
Do you have trouble with transport?*

Rating	Meaning	Example
0	No need	Physically able and mobile
1	Met need	Some difficulty walking, climbing stairs or using public transport, but able with assistance (walking aids, wheelchair). Occasional fall. Safety plan in place
2	Unmet need	Very restricted mobility, even with walking aid. Frequent falls. Lack of appropriate help
9	Not known	

If rated 0 or 9 go to Question 10

How much help does the person receive from relatives or friends for mobility problems?

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Rating	Meaning	Example
0	None	
1	Low help	Occasional help, e.g. with transport, support
2	Moderate help	Regular help with mobility/public transport. Help organising home access alterations
3	High help	Daily help and supervision with mobility/transport
9	Not known	

How much help does the person receive from local services for mobility problems?

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How much help does the person need from local services for mobility problems?

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Rating	Meaning	Example
0	None	
1	Low help	Advice, one or more aids
2	Moderate help	Currently undergoing investigation and/or OT/physiotherapy assessments. Regular transport, e.g. to day centre, light mobility assistance given
3	High help	Fully appropriate home alterations and aids. Substantial assistance most days. Care home because of mobility needs
9	Not known	

Overall, does the person receive the right type of help for mobility problems?

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(0=No; 1=Yes; 9=Not known)

Overall, is the person satisfied with the amount of help they are receiving for mobility problems?

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(0=Not satisfied; 1=Satisfied; 9=Not known)

Comments:

10 Continence

Assessments

User

Rater

Does the person have incontinence?

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Do you ever have accidents/find yourself wet if you can't get to the toilet quickly?
How much of a problem? Ever any soiling? Are you getting any help?

Rating	Meaning	Example
0	No need	No incontinence/independent in managing incontinence
1	Met need	Some incontinence. Receiving appropriate help/ investigations
2	Unmet need	Regularly wet or soiled. Deteriorating incontinence needing assessment
9	Not known	

If rated 0 or 9 go to Question 11

How much help does the person receive from relatives or friends for incontinence?

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Rating	Meaning	Example
0	None	
1	Low help	Prompts to maintain continence
2	Moderate help	Regular help with laundry, hygiene and use of aids
3	High help	Full assistance with continence (laundry, hygiene, aids)
9	Not known	

How much help does the person receive from local services for incontinence?

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How much help does the person need from local services for incontinence?

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Rating	Meaning	Example
0	None	
1	Low help	Prompts to maintain continence and provision of aids
2	Moderate help	Investigations/treatment. Regular help with laundry, hygiene and use of aids
3	High help	Planned medical intervention (e.g. surgery). Constant care and assistance because of incontinence (e.g. in care home). Substantial continence programme in place
9	Not known	

Overall, does the person receive the right type of help for incontinence?

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(0=No; 1=Yes; 9=Not known)

Overall, is the person satisfied with the amount of help they are receiving for incontinence?

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(0=Not satisfied; 1=Satisfied; 9=Not known)

Comments:

11 Physical health

Assessments

User

Rater

Does the person have any physical illness?

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How well do you feel physically?

Are you getting any treatment from your doctor for physical problems?

Rating	Meaning	Example
0	No need	Physically well. Receiving no medical interventions
1	Met need	Physical ailment such as high blood pressure under control, receiving appropriate treatment/investigation. Reviews of physical conditions
2	Unmet need	Untreated serious physical ailment. Significant pain. Awaiting major surgery
9	Not known	

If rated 0 or 9 go to Question 12

How much help does the person receive from relatives or friends for physical health problems?

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Rating	Meaning	Example
0	None	
1	Low help	Arranging appointments to see doctor
2	Moderate help	Accompanied regularly to doctor/clinics
3	High help	Daily help with condition arising out of physical health problems
9	Not known	

How much help does the person receive from local services for physical health problems?

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How much help does the person need from local services for physical health problems?

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Rating	Meaning	Example
0	None	
1	Low help	Given dietary or health advice. Occasional visit to GP
2	Moderate help	Prescribed significant medications. Regularly seen by health care professional
3	High help	In-patient admissions, 24-hour nursing care. Very regular or intensive treatment
9	Not known	

Overall, does the person receive the right type of help for physical health problems?

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(0=No; 1=Yes; 9=Not known)

Overall, is the person satisfied with the amount of help they are receiving for physical health problems?

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(0=Not satisfied; 1=Satisfied; 9=Not known)

Comments:

(Consider oral health, skin care and foot care, particularly in those people who are very frail or who have chronic medical conditions)

12 Drugs

Assessments

User

Rater

Does the person have problems with medication or drugs?

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Do you have any problems (e.g. side-effects) with medication? How many different tablets are you on? Has your medication been recently reviewed by your doctor? Do you take drugs that are not prescribed?

Rating	Meaning	Example
0	No need	No problems with compliance, side-effects, drug misuse or dependency
1	Met need	Regular reviews, advice, district nurse/CPN administers medication, dosette boxes/aids
2	Unmet need	Poor compliance, dependency or misuse of prescribed or non-prescribed drugs, inappropriate medication given
9	Not known	

If rated 0 or 9 go to Question 13

How much help does the person receive from relatives or friends with their medication?

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Rating	Meaning	Example
0	None	
1	Low help	Occasional prompt. Advice about drug misuse
2	Moderate help	Collection, regular reminding and checking of medication. Advice about agencies
3	High help	Administers and holds medication. Support during drug withdrawal programme
9	Not known	

How much help does the person receive from local services with their medication?

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How much help does the person need from local services with their medication?

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Rating	Meaning	Example
0	None	
1	Low help	Advice from GP, prompts to take medication
2	Moderate help	Supervision by district nurse/CPN/day hospital/care facility administers drugs
3	High help	Intensive programme regarding drug administration, compliance, misuse or dependency (e.g. supervised withdrawal programme for drug dependency)
9	Not known	

Overall, does the person receive the right type of help with medication?

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(0=No; 1=Yes; 9=Not known)

Overall, is the person satisfied with the amount of help they are receiving with medication?

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(0=Not satisfied; 1=Satisfied; 9=Not known)

Comments:

13 Psychotic symptoms

Assessments

User

Rater

Does the person have symptoms such as delusional beliefs, hallucinations, formal thought disorder or passivity?

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*Do you ever hear voices, see strange things or have problems with your thoughts?
Are you on medication for this?*

Rating	Meaning	Example
0	No need	No definite symptoms. Not at risk or in distress from symptoms and not on medication for psychotic symptoms
1	Met need	Symptoms helped by medication or other help, e.g. coping strategies, safety plan
2	Unmet need	Currently has symptoms or is at risk
9	Not known	

If rated 0 or 9 go to Question 14

How much help does the person receive from relatives or friends for these psychotic symptoms?

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Rating	Meaning	Example
0	None	
1	Low help	Some support
2	Moderate help	Carers involved in helping with coping strategies or medication compliance
3	High help	Constant supervision of medication and helping with coping strategies
9	Not known	

How much help does the person receive from local services with these psychotic symptoms?

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How much help does the person need from local services with these psychotic symptoms?

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Rating	Meaning	Example
0	None	
1	Low help	Mental state and medication reviewed 3-monthly or less often, support group
2	Moderate help	Mental state and medication reviewed more frequently than 3-monthly. Frequent specific therapy, e.g. day hospital, high CPN input
3	High help	Active treatment/24-hour hospital care, daily day care or crisis care at home
9	Not known	

Overall, does the person receive the right type of help with these symptoms?

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(0=No; 1=Yes; 9=Not known)

Overall, is the person satisfied with the amount of help they are receiving with these symptoms?

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(0=Not satisfied; 1=Satisfied; 9=Not known)

Comments:

14 Psychological distress

Assessments

User

Rater

Does the person suffer from current psychological distress?

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*Have you recently felt very sad or fed up?
Have you felt very anxious, frightened or worried?*

Rating	Meaning	Example
0	No need	Occasional or mild distress. Copes independently
1	Met need	Needs and gets ongoing support
2	Unmet need	Distress affects life significantly, e.g. prevents person from going out
9	Not known	

If rated 0 or 9 go to Question 15

How much help does the person receive from relatives or friends for this distress?

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Rating	Meaning	Example
0	None	
1	Low help	Some sympathy and support
2	Moderate help	Has opportunity at least once a week to talk about distress and get help with coping strategies
3	High help	Constant support and supervision
9	Not known	

How much help does the person receive from local services for this distress?

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How much help does the person need from local services for this distress?

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Rating	Meaning	Example
0	None	
1	Low help	Assessment of mental state or occasional support
2	Moderate help	Specific psychological or social intervention for distress. Counselling by staff at least once a week, e.g. at day hospital
3	High help	24-hour hospital care, or crisis care at home, daily assistance for distress
9	Not known	

Overall, does the person receive the right type of help for this distress?

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(0=No; 1=Yes; 9=Not known)

Overall, is the person satisfied with the amount of help they are receiving for this distress?

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(0=Not satisfied; 1=Satisfied; 9=Not known)

Comments:

15 Information

Assessments

User

Rater

Has the person had clear verbal or written information about their condition and treatment?

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*Have you been given clear information about your condition, medication or other treatment?
Do you want such information? How helpful has the information been?*

Rating	Meaning	Example
0	No need	Has received and understood adequate information. Has not received but does not want information
1	Met need	Receives assistance to understand information. Information given that is appropriate for the person's level of communication/understanding
2	Unmet need	Has received inadequate or no information
9	Not known	

If rated 0 or 9 go to Question 16

How much help does the person receive from relatives or friends in obtaining such information?

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Rating	Meaning	Example
0	None	
1	Low help	Some advice
2	Moderate help	Given leaflets/fact sheets or in touch with self-help groups
3	High help	Regular liaison with mental health staff or voluntary groups (e.g. Alzheimer's Society) by friends and relatives
9	Not known	

How much help does the person receive from local services in obtaining such information?

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How much help does the person need from local services in obtaining such information?

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Rating	Meaning	Example
0	None	
1	Low help	Brief verbal or written information on illness/problem/treatment
2	Moderate help	Given details of self-help groups. Long verbal information sessions, e.g. day hospital attendance
3	High help	Has been given specific personal education with or without detailed written information
9	Not known	

Overall, does the person receive the right type of help in obtaining information?

(0=No; 1=Yes; 9=Not known)

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Overall, is the person satisfied with the amount of help they are receiving in obtaining information?

(0=Not satisfied; 1=Satisfied; 9=Not known)

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Comments:

16 Deliberate self-harm

Assessments

User

Rater

Is the person a danger to themselves?

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Do you ever think of harming yourself or actually harm yourself?

Rating	Meaning	Example
0	No need	No thoughts of self-harm or suicide
1	Met need	Suicide risk monitored by staff, receiving counselling, adequate safety plan in place
2	Unmet need	Has expressed suicidal intent, deliberately neglected self or exposed self to serious danger in the past month
9	Not known	

If rated 0 or 9 go to Question 17

How much help does the person receive from relatives or friends to reduce the risk of deliberate self-harm?

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Rating	Meaning	Example
0	None	
1	Low help	Able to contact friends or relatives if feeling unsafe
2	Moderate help	Friends or relatives are usually in contact and are likely to know if feeling unsafe
3	High help	Friends or relatives in regular contact and are very likely to know and provide help if feeling unsafe
9	Not known	

How much help does the person receive from local services to reduce the risk of deliberate self-harm?

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How much help does the person need from local services to reduce the risk of deliberate self-harm?

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Rating	Meaning	Example
0	None	
1	Low help	Someone to contact if feeling unsafe
2	Moderate help	Staff check at least once a week: regular supportive counselling
3	High help	Daily supervision: in-patient care because of risk
9	Not known	

Overall, does the person receive the right type of help to reduce the risk of deliberate self-harm?

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(0=No; 1=Yes; 9=Not known)

Overall, is the person satisfied with the amount of help they are receiving to reduce this risk?

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(0=Not satisfied; 1=Satisfied; 9=Not known)

Comments:

17 Inadvertent self-harm

Assessments

User

Rater

Is the person at inadvertent risk to themselves?

Do you ever do anything that accidentally puts you in danger, such as leaving gas taps on, leaving the fire unattended or getting lost?

Rating	Meaning	Example
0	No need	No accidental self-harm
1	Met need	Specific supervision or help to prevent harm, e.g. memory notes, prompts, secure environment, observation
2	Unmet need	Dangerous behaviour, e.g. getting lost, gas/fire hazard, no safety plan in place
9	Not known	

If rated 0 or 9 go to Question 18

How much help does the person receive from relatives or friends to reduce the risk of inadvertent self-harm?

Rating	Meaning	Example
0	None	
1	Low help	Periodic supervision, weekly or less
2	Moderate help	Supervision on 3–5 days a week
3	High help	Almost constant supervision/24-hour care because of risk
9	Not known	

How much help does the person receive from local services to reduce the risk of inadvertent self-harm?

How much help does the person need from local services to reduce the risk of inadvertent self-harm?

Rating	Meaning	Example
0	None	
1	Low help	Check on behaviour weekly or less, risk assessment completed
2	Moderate help	Daily supervision, specific plan to prevent harm
3	High help	Constant supervision, e.g. residential care because of risk of inadvertent self-harm
9	Not known	

Overall, does the person receive the right type of help to reduce the risk of inadvertent self-harm?

(0=No; 1=Yes; 9=Not known)

Overall, is the person satisfied with the amount of help they are receiving to reduce this risk?

(0=Not satisfied; 1=Satisfied; 9=Not known)

Comments:

18 Abuse/neglect

Assessments

User

Rater

Is the person at risk from others?

☐
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Has anyone done anything to frighten or harm you, or taken advantage of you?

Rating	Meaning	Example
0	No need	No abuse/neglect issues in the past month
1	Met need	Needs and gets ongoing support or protection. Safety plan in place
2	Unmet need	Regular shouting, pushing or neglect, financial misappropriation, physical assault
9	Not known	

If rated 0 or 9 go to Question 19

How much help does the person receive from relatives or friends to reduce the risk of abuse?

☐
☐

Rating	Meaning	Example
0	None	
1	Low help	Occasional advice
2	Moderate help	Regular support and protection
3	High help	Constant support, very regular protection, negotiation
9	Not known	

How much help does the person receive from local services to reduce the risk of abuse?

☐
☐

How much help does the person need from local services to reduce the risk of abuse?

☐
☐

Rating	Meaning	Example
0	None	
1	Low help	Someone to contact when feeling threatened
2	Moderate help	Regular support, occasional respite
3	High help	Constant supervision, legal involvement via services, separation from abuser
9	Not known	

Overall, does the person receive the right type of help to reduce the risk of abuse?

(0=No; 1=Yes; 9=Not known)

☐
☐

Overall, is the person satisfied with the amount of help they are receiving to reduce the risk of abuse?

(0=Not satisfied; 1=Satisfied; 9=Not known)

☐

Comments:

19 Behaviour

Assessments

User

Rater

Is the person's behaviour dangerous, threatening, interfering or annoying to others?

☐
☐

Do you come into conflict with others, e.g. by interfering with their affairs, frequently annoying, threatening or disturbing them? What happens?

Rating	Meaning	Example
0	No need	No disturbance to others
1	Met need	Under supervision/treatment because of potential risk
2	Unmet need	Recent violence, threats or seriously interfering behaviour
9	Not known	

If rated 0 or 9 go to Question 20

How much help does the person receive from relatives or friends to reduce annoying or disturbing behaviour?

☐
☐

Rating	Meaning	Example
0	None	
1	Low help	Help/supervision weekly or less
2	Moderate help	Help/supervision more often than weekly
3	High help	Almost constant help/supervision due to persistently disturbing behaviour
9	Not known	

How much help does the person receive from local services to reduce annoying or disturbing behaviour?

☐
☐

How much help does the person need from local services to reduce annoying or disturbing behaviour?

☐
☐

Rating	Meaning	Example
0	None	
1	Low help	Check on behaviour weekly or less
2	Moderate help	Daily supervision or night-sitting service, active care plan in place
3	High help	Constant supervision, intensive behaviour management programme
9	Not known	

Overall, does the person receive the right type of help to reduce annoying or disturbing behaviour?

☐
☐

(0=No; 1=Yes; 9=Not known)

Overall, is the person satisfied with the amount of help they are receiving to reduce these behaviours?

☐
☐

(0=Not satisfied; 1=Satisfied; 9=Not known)

Comments:

20 Alcohol

Assessments

User

Rater

Does the person drink excessively or have a problem controlling their drinking?

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Do you drink alcohol? How much? Does drinking cause you any problems?

Do you ever feel guilty about it? Do you ever wish you could cut down on your drinking?

Rating	Meaning	Example
0	No need	Does not drink or drinks sensibly
1	Met need	At risk from alcohol misuse and receiving assistance
2	Unmet need	Current drinking harmful or uncontrollable, not receiving appropriate assistance
9	Not known	

If rated 0 or 9 go to Question 21

How much help does the person receive from relatives or friends for their drinking?

☐
☐

Rating	Meaning	Example
0	None	
1	Low help	Advised to cut down
2	Moderate help	Advised about helping agencies, e.g. Alcoholics Anonymous
3	High help	Constant support and/or monitoring of alcohol intake
9	Not known	

How much help does the person receive from local services for their drinking?

☐
☐

How much help does the person need from local services for their drinking?

☐
☐

Rating	Meaning	Example
0	None	
1	Low help	Given information and told about risks
2	Moderate help	Given support and details of helping agencies, access to drink is supervised
3	High help	Attends alcohol clinic, supervised withdrawal programme
9	Not known	

Overall, does the person receive the right type of help for their drinking?

☐
☐

(0=No; 1=Yes; 9=Not known)

Overall, is the person satisfied with the amount of help they are receiving for their drinking?

☐

(0=Not satisfied; 1=Satisfied; 9=Not known)

Comments:

21 Company

Assessments

User

Rater

Does the person need help with social contact?

Are you happy with your social life? Do you wish you had more social contact with others?

☐
☐

Rating	Meaning	Example
0	No need	Able to organise enough social contact with friends
1	Met need	Lack of company identified as a problem. Has specific intervention for company needs, e.g. lonely at night but attends a drop-in or day centre. Social work involvement
2	Unmet need	Frequently feels lonely and isolated. Very few social contacts
9	Not known	

If rated 0 or 9 go to Question 22

How much help does the person receive from relatives or friends with social contact?

☐
☐

Rating	Meaning	Example
0	None	
1	Low help	Friends help with social contact or visit less than weekly to provide company
2	Moderate help	Friends help with social contact weekly or more often
3	High help	Friends help with social contact at least four times a week
9	Not known	

How much help does the person receive from local services in organising social contact?

☐
☐

How much help does the person need from local services in organising social contact?

☐
☐

Rating	Meaning	Example
0	None	
1	Low help	Occasional visits from befriender or voluntary worker. Referral to centre
2	Moderate help	Regular attendance at day centre, regular lunch club, organised social activity
3	High help	Day centre or social home visits 3 or more times a week, social skills training, social worker involvement
9	Not known	

Overall, does the person receive the right type of help with social contact?

(0=No; 1=Yes; 9=Not known)

☐
☐

Overall, is the person satisfied with the amount of help they are receiving with social contact?

(0=Not satisfied; 1=Satisfied; 9=Not known)

☐

Comments:

22 Intimate relationships

Assessments

User

Rater

Does the person have a partner, relative or friend with whom they have a close emotional/physical relationship?

☐
☐

*Do you have a partner, relative or friend you feel close to? Do you get on well?
Can you talk about your worries or problems? Do you lack physical contact/intimacy?*

Rating	Meaning	Example
0	No need	Happy with current relationships or does not want an intimate relationship
1	Met need	Has problems concerning intimate relationships, specific plan/counselling/support that is helpful
2	Unmet need	Desperately lonely. Lack of confidant
9	Not known	

If rated 0 or 9 go to Question 23

How much help does the person receive from relatives or friends with intimate relationships or loneliness?

☐
☐

Rating	Meaning	Example
0	None	
1	Low help	Occasional emotional support
2	Moderate help	Regular support
3	High help	Help contacting counselling services (e.g. bereavement/marriage counselling) and possibly accompanying the person there
9	Not known	

How much help does the person receive from local services with intimate relationships or loneliness?

☐
☐

How much help does the person need from local services with intimate relationships or loneliness?

☐
☐

Rating	Meaning	Example
0	None	
1	Low help	Some support/advice
2	Moderate help	Regular support/advice/contact
3	High help	Intensive support. Specific therapy, e.g. marital or bereavement counselling
9	Not known	

Overall, does the person receive the right type of help with relationships?

☐
☐

(0=No; 1=Yes; 9=Not known)

Overall, is the person satisfied with the amount of help they are receiving with relationships?

☐

(0=Not satisfied; 1=Satisfied; 9=Not known)

Comments:

23 Money/budgeting

Assessments

User

Rater

Does the person have problems managing or budgeting their money?

☐
☐

Do you have any difficulty managing your money? Are you able to pay your bills?

Rating	Meaning	Example
0	No need	Able to buy essential items and pay bills independently
1	Met need	Benefits from help with managing affairs and budgeting
2	Unmet need	Often has no money for essential items or bills. Unable to manage finances
9	Not known	

If rated 0 or 9 go to Question 24

How much help does the person receive from relatives or friends with managing their money?

☐
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Rating	Meaning	Example
0	None	
1	Low help	Occasional help sorting out household bills
2	Moderate help	Frequent assistance, calculating weekly budget, collecting pension
3	High help	Complete management of finances. Power of attorney
9	Not known	

How much help does the person receive from local services with managing their money?

☐
☐

How much help does the person need from local services with managing their money?

☐
☐

Rating	Meaning	Example
0	None	
1	Low help	Occasional help with budgeting
2	Moderate help	Supervised in paying rent, given weekly spending money
3	High help	Virtual or complete management of finances, Court of Protection, enduring Power of Attorney
9	Not known	

Overall, does the person receive the right type of help with managing their money?

☐
☐

(0=No; 1=Yes; 9=Not known)

Overall, is the person satisfied with the amount of help they are receiving with managing their money?

☐

(0=Not satisfied; 1=Satisfied; 9=Not known)

Comments:

24 Benefits

Assessments

User

Rater

Is the person definitely receiving all the benefits that they are entitled to?

☐
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Are you sure that you are getting all the money that you are entitled to?

Rating	Meaning	Example
0	No need	Has no need of benefits or receiving full entitlement
1	Met need	Receives appropriate help in claiming benefits, social worker involvement over past month
2	Unmet need	Not sure/not receiving full entitlement of benefits
9	Not known	

If rated 0 or 9 go to carer's section A

How much help does the person receive from relatives or friends in obtaining their full benefit entitlement?

☐
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Rating	Meaning	Example
0	None	
1	Low help	Occasionally asks whether person is getting any money
2	Moderate help	Makes enquiries about entitlements and helps fill in forms
3	High help	Has ensured full benefits are being received
9	Not known	

How much help does the person receive from local services with obtaining their full benefit entitlement?

☐
☐

How much help does the person need from local services with obtaining their full benefit entitlement?

☐
☐

Rating	Meaning	Example
0	None	
1	Low help	Occasional advice about entitlements
2	Moderate help	Help with applying for extra entitlements
3	High help	Comprehensive evaluation of current entitlement in the past month
9	Not known	

Overall, does the person receive the right type of help in obtaining their full benefit entitlement?

☐
☐

(0=No; 1=Yes; 9=Not known)

Overall, is the person satisfied with the amount of help they are receiving in obtaining their full benefit entitlement?

☐

(0=Not satisfied; 1=Satisfied; 9=Not known)

Comments: