

Universal Credit Capability for Work Questionnaire (UC50) Information Pack

cyngor ar
bopeth

citizens
advice

Rhondda
Cynon Taf



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In this pack you will find...

- Example answers for questions 1 – 18 that will help you to complete the questions on how your condition affects you on a daily basis.
- **Only answer yes to the questions, if you can do the activity safely, to an acceptable standard as often as you need to in a reasonable length of time.**
- A copy of the descriptors used to award points for Universal Credit. **To be assessed as having a limited capability for work, you need to score 15 points or more. Add together the highest score from each activity that applies to you.**
- If possible try and keep a diary for 1-2 weeks before you complete the form so you are aware of daily symptoms and severity of symptoms.
- If you would like us to check your form before sending, please call us for further details on how to do this.
- If possible photocopy your form in case of loss.
- **Ensure your form is returned by the date on the front. Do not send it or take this to your Jobcentre Plus office as this could delay the Health Assessment Advisory Service processing your assessment.**
- Write in black ink and use CAPITAL LETTERS.
- If you want to, you can download a copy of the questionnaire to your computer and fill it in. Go to www.gov.uk and search for UC50.

If you would like us to check your form before sending, please call us for further details on how to do this.

Information to complete your UC50 form

Page 2 - Complete your personal details

- Any hospital stays within the last 12 months for a period of 28 or more days?
- Have you served in the Armed Forces?
- Have you been released from prison within the last 6 months?
- Are you pregnant?

Page 3 - Are you sending the form back late? If so it is important you explain why.

Page 4 - Medical Professionals

GP details and other healthcare professionals details such as your consultant, social worker, specialist doctor or nurse, friends, family or carer that support you and know the most about your health conditions, illness or disability.

Page 5 - Medical Evidence

- Try and include any medical evidence – this could be a letter, reports, scan or x-ray results, hospital admissions or care plans. Remember to include your prescription list. You could also keep a diary and include this with your evidence.
- Medical Evidence could be from anyone that supports you such as your GP, Consultant, Counsellor, Physiotherapist, Carer or Support Worker.
- **Please ensure that all medical evidence sent with your form has your National Insurance number recorded on it.**

IMPORTANT: If your cancer treatment is affecting you and you have no other health conditions, you do not have to answer all the questions on this questionnaire.

About your disability, illness or health conditions

Page 6 - How they affect you and when they started or if you think any of your conditions are linked to drugs or alcohol

Please tell us about any aids you use, such as a wheelchair or hearing aid and anything else you think we should know about your disabilities, illnesses or health conditions. Please tell us about any tablets, liquids, inhalers or other medications you are taking and any side effects you have.

Page 7 - Hospital, clinic or special treatment like dialysis or rehabilitation treatment

Use this section to tell the DWP about any of the following:

- Hospital or clinic treatment you are having, hospital or clinic treatment you expect to have in the near future. Special treatment you are having such as dialysis or rehabilitation treatment, any special treatment you have which you may not go to a hospital or clinic for.
- Are you having or waiting for any treatment which needs you to stay somewhere overnight or longer?
- Are you in, or due to start a residential rehabilitation scheme, you need to tell the DWP the name of the organisation running the scheme.

Page 8 – How your condition affects you – This section is broken down into 3 parts

- Part 1 is about Physical Health problems.
- Part 2 is about Mental Health, cognitive and intellectual problems. By cognitive we mean problems you may have with thinking, learning, understanding or remembering things.
- Part 3 is about eating and drinking.

Page 8 - Part 1 - 1 - Moving Around

How far can you move safely and repeatedly on level ground without needing to stop?

Examples

- In the house I move around by using the furniture and I have crutches for when I go outdoors. I find it difficult to use my crutches as they hurt my arms, I am unable to walk further than 20 metres due to pain in my legs and arms and breathlessness, my body goes weak and I feel I will fall over which I have done several times in the past. I have someone to keep an eye on me a few times a day for an hour, 7 days per week.*
- On a good day I could walk between 20-50 metres but I would be in bed all day the next day as this would cause me great pain and swelling in all my joints due to weakness and tiredness caused by my health conditions, I would need someone with me at all times for support and encouragement and to make sure I was safe, this would be for a few hours a day 3-4 times per week.*
- I am unable to get around without my frame which I need to rely on for support due to weakness and pain in both legs, I would not be able to get around without this aid, this is due to nerve pain throughout my body.*
- I am able to walk without an aid if I have someone to support and hold my arm in case of falling which I have done in the past due to the arthritis in my knees, hips and ankles, I am unable to hold a crutch due to weakness in my arms so getting around is painful, difficult and at a very slow pace.*
- I have arthritis in my right knee and hip, and also in both wrists. On a good day I can walk 100m slowly – I'd have to rest a couple of times though, as I'd be in pain. I can't use a stick or crutches or a wheelchair because the arthritis in my wrists means I can't grip and don't have much strength. On a bad day, I can just about get around my flat but would usually stay in bed so I don't have to move much.*

Page 9 - 2 - Standing and sitting

Can you move from one seat to another right next to it without help of someone else?

While you are standing or sitting (or a combination of the two) how long can you sit and be pain free in one place without the help of another person?

Examples

- I need to get up and move around every few minutes due to the pain I feel throughout my body due to fibromyalgia as my muscles stiffen up and I am then unable to get up, this is several times a day, 7 days a week.*
- I struggle with getting up out of my chair due to the pain in my back since my accident, getting out of my chair and moving to another I can do but not without pain and resting on the chair for support, sometimes I use a crutch, this is several times a day, 7 days a week.*
- I would struggle moving from one chair to another as my vertigo makes this difficult for me and I feel I am going to be sick or fall over, this is several times a day, 7 days a week.*
- I use a walking stick to get around most of the time. I have trouble finding a comfortable position so can't sit or stand for long. I need to get up and move around every 15 to 20 minutes otherwise I'll seize up.*

Page 9 - 3 - Reaching

Can you lift at least one of your arms high enough to put something in the top pocket of a coat or jacket while you are wearing it?

Can you lift one of your arms above your head?

Examples

- *I find it difficult to lift each of my arms above my head as this causes me severe discomfort due to my vertigo and dizzy spells, I need help taking off and putting on an upper body garment, this is 4 times a day, 7 days a week.*
- *I am unable to lift either arm above my head due to pain in my back from my operation on my spine, I would need help from someone to reach for something for me, my carers or family leave things I need around the house at waist level for me to pick up.*
- *I find it difficult to brush my hair due to the arthritis in my arms it causes me pain to lift them or stretch them so a family member will help me to do this.*

Page 10 - 5 - Picking up and moving things using your upper body and either arm

Can you pick up and move a half-litre (one pint) carton full of liquid using your upper body and either arm.

Can you pick up and move a litre (two pint) carton full of liquid using your upper body and either arm.

Examples

- *When I try to pour myself a drink from a carton that has already been opened I manage to pick it up but then have shooting pains in my wrist due to my arthritis and I would drop the carton on the floor, I need help with these kinds of things several times a day for a few minutes at a time, 7 days a week.*
- *I am able to pull light things towards me rather than pick them up, I have numbness in my hands due to my stroke so I am unable to feel things in my hands, my family make sure that anything I need to pick up like milk containers are only half full so I can manage them better, I need this help several times a day, 7 days a week for a few minutes at a time.*
- *Anything too heavy like a 2 pint of milk I would not be able to pick up due to weakness in my arms and hands from fibromyalgia, my muscles in my neck and shoulders are also always in pain so these would hurt too, I would need this help several times a day, 7 days a week.*
- *Since my shoulder operation on my left side I am restricted with what I can pick up, anything more than a 1 litre carton would be too much and I am also unable to stretch at all to put things down, I can use my left side but do get a lot of pain due to overuse it's always tired and weak, I would need this help several times a day, 7 days a week.*

Page 10 - Manual dexterity (using your hands)

Can you use either hand to: press a button, such as a telephone keypad, turn the pages of a book, pick up a £1 coin use a pen or pencil, use a suitable keyboard or mouse?

Examples

- *I had a stroke 2 years ago and lost the use of my left arm, I also have arthritis in my other wrist. This makes it hard for me to pick things up, especially small things like coins.*
- *I am right handed and unable to hold a pen with my right hand due to arthritis in my fingers and wrists this makes it difficult to pick things small things up.*
- *I suffer with numbness and pins and needles in my hands due to my carpal tunnel syndrome so I am unable to pick things up.*
- *I have tremors in my hands whenever I'm still. Family have to fill in forms in for me as I can't use a computer or mouse because my hands shake too much and I end up either typing rubbish or accidentally deleting things.*
- *I can't use my mobile phone any more due to my Parkinson's getting worse as the keypad is too small and fiddly and I kept accidentally calling people.*

Page 11 - 6 - Communicating - speaking, writing and typing

Can you communicate a simple message to other people such as the presence of something dangerous?

This can be by speaking, writing, typing or any other means, but without the help of another person.

Examples

- *I have a severe stutter that gets worse the more stressed I get. It's a vicious cycle as when I get stressed when I can't get my words out.*
- *Due to my speech difficulty I can only manage to speak to people I know well but even then I'll have to write things down sometimes so they understand.*
- *If I have to talk to strangers my stutter can be so bad that people can't understand me. Once I got so stressed about it that I had a panic attack.*

Page 12 - 8 - Getting around safely

Can you see to cross the road safely on your own? Can you safely get around a place that you haven't been to before without help?

Examples

- *My eye condition is getting worse. I've started to get tunnel vision and it's difficult for me to see when it's getting dark, or if there are dim lights. I'm not used to it, and I'm getting clumsy because my peripheral vision is going. I've bumped into people in the street because I haven't seen them coming - it's really embarrassing.*
- *I have dizziness and blurred vision when I get a migraine and I have had near misses where I have crossed the road and a car is coming, I have trouble with the road signs so it's difficult without someone with me, Once it starts to get dark I can only cross the road with someone else or at a crossing because I can't see what's coming. I've had a couple of near misses when cars have had to emergency stop to not hit me.*
- *I am unable to see bus numbers on public transport, I am also unable to find what I am looking for in a supermarket so need someone with me at all times and due to my hearing issues it makes it difficult to ask someone for help.*

Page 12 - 9 - Controlling your bowels and bladder and using a collecting device

Do you have to wash or change your clothes because of difficulty controlling your bladder, bowels or collecting device? Collecting devices include stoma bags and catheters.

Tell us about controlling your bowels and bladder or managing your collecting device, if you experience problems if you cannot reach a toilet quickly, how often you need to wash or change your clothes because of difficulty controlling your bladder, bowels or collecting device.

Examples

- *Due to incontinence of my bladder (or bowel) I have to wear pads daily, 7 days a week and I need help to change these if I am having a bad day.*
- *I need help from someone to ensure I wash properly if I have an accident and am unable to make it to the toilet in time - this is daily 7 days a week.*
- *I have had my toilet seat made higher and have grab rails so when I am getting on and off the toilet it makes it easier for me.*
- *I have a catheter fitted and need someone to help me monitor this - this would be daily 7 days per week.*
- *I have a commode as I can't climb the stairs but I need help cleaning myself after and getting on and off the commode.*

Page 13 - 10 - Staying conscious when awake

By staying conscious we do not mean falling asleep just because you are tired

While you are awake, how often do you faint or have fits or blackouts? This includes epileptic seizures such as fits, partial or focal seizures, absences and diabetic hypos. Tell us more about your fainting, fits or blackouts.

Examples

- I find it hard to stay conscious when awake due to my epileptic fits, these happen daily several times a week, I need someone with me to watch over me and ensure I do not hurt myself if I fall and I also need someone to be with me and reassure me when I am coming around from the fit.*
- If I have one of my simple partial seizures I do not lose consciousness during the seizure. However, although I am fully aware of what's going on, I can't speak or move until the seizure is over. I remain awake and aware throughout so I would need someone with me to watch over me, this is unpredictable and can happen daily, 3-10 times per week, I would need someone with me for 30 minutes each time.*
- I do have hypos once every 2 or 3 weeks. When I go low I can usually feel it coming and I carry snacks and juice to catch it quickly, but more often than not it happens too fast. My vision goes blurry and I don't really know what I'm doing - my partner says I talk rubbish and I slur. A couple of weeks ago it happened when I was on the way back from the shop and I collapsed in the street. I don't really know how long it lasts, but I feel teary and spaced out for a while afterwards.*

Page 14 - Part 2 - Mental, cognitive and intellectual capabilities

In this part we ask how your mental health, cognitive or intellectual problems affect how you can do things on a daily basis.

By this we mean problems you may have from mental illnesses like schizophrenia, depression and anxiety, or conditions like autism, learning difficulties, the effects of head injuries and brain or neurological conditions.

Page 14 - 11 - Learning how to do tasks

Can you learn how to do an everyday task such as setting an alarm clock?

Can you learn how to do a more complicated task such as using a washing machine?

Examples

- I find following tasks through difficult, my partner would put the wash on and tell me I need to do but I would forget to take the clothes out and they would still be in there when my partner returned, my mental health makes it hard to concentrate and remember things.*
- My fibromyalgia means I suffer with memory fog so I am unable to follow the simplest instructions, I recently had my cooker replaced and I am unable to use it as I find remembering what I have been taught many times very difficult. I need support daily with these things for a few hours a day.*
- My family like me to keep my phone on every day but I can't remember how to get to the phone numbers. I have been shown lots of times but I can't remember. I tried to call someone once and I couldn't work out how to - I really panicked and got in a bit of a state. I couldn't look at that phone after that.*

Page 15 - 12 - Awareness of hazards and dangers

Can you stay safe when doing everyday tasks such as boiling water or using sharp objects? Do you need someone to stay with you for most of the time to stay safe?

Examples

- Due to my mental health/fibromyalgia/stroke I am unable to make toast or run a bath as I forget I have switched the grill or the tap on, I have flooded the house and set the smoke alarms off quite a few times so now I can't use anything that may be a hazard, I need this help daily, several times a day for around 30 minutes each time.*
- I struggle with everyday basics like crossing the road or driving due to being unable to concentrate or think straight, I haven't driven for some time due to this and I am always accompanied when I have to go out, this is daily a few times a day for a few hours each time.*

Page 15 - 13 - Starting and finishing tasks

Can you manage to plan, start and finish daily tasks?

Examples

- I find following tasks through from start to finish difficult, my partner would put the washing on the line and tell me to get them in but I would forget to take the clothes in and they would still be on the line and soaking wet as it had rained, my mental health makes it hard to concentrate and remember things.*
- My fibromyalgia means I suffer with memory fog so I am unable to follow the simplest instructions, I recently had my cooker replaced and I am unable to use it as I find remembering what I have been taught many times very difficult. I need support daily with these things for a few hours a day. When I had my old cooker I burnt food a lot so I had to stop using the cooker.*
- My family support me when I need to take my medication, if my medication is put in front of me I would forget to take it or think I have taken it and then I find it later, this has caused problems so my family monitor me now and ensure I take it straight away.*
- I have bipolar disorder, and often find it hard to do simple things like pay my telephone bill. I spend all of my money on the wrong things, so I often can't pay for the things I really have to - and it gets me in trouble. I sometimes think about paying my bill, and even get my credit card details ready, but I just never do it as I've spent all my money on something else. I paid it really late and got fined last month, as by the time I'd got enough money together, it was overdue.*

Page 16 - 14 - Coping with change

Can you cope with small changes to your routine if you know about them before they happen? For example, things like having a meal earlier or later than usual, or an appointment time being changed.

Can you cope with small changes to your routine if they are unexpected? This means things like your bus or train not running on time, or a friend or carer coming to your house earlier or later than planned.

Examples

- I struggle every day with my anxiety and if things are not explained to me correctly I get more anxious. If an appointment is moved or changed I worry what I have done and why the person does not want to see me, this is whether I know about the change or not, I get very paranoid, this would be 3-5 days a week for a few hours at a time.*
- If I were to travel and we had to take a different route for some reason I would worry we are going to get lost and get very distressed, this would be whether I knew about the change or not, and this would be a few times a week for an hour each time.*
- I find it really hard to cope with change. I was supposed to go to my friend's house to see her, but she had to cancel - I was anxious for the rest of the day and couldn't eat, so my friend had to come over to calm me down and cook for me. Also last week I ran out of food item I eat daily-, my mother went to get me some and they didn't have any left, and I couldn't do anything for the rest of the day because I was so upset.*

Page 16 - 15 - Going Out

Examples

- I have to know days in advance if I have to go out as I need to try and prepare myself as I get upset and shake uncontrollably, my family/carer support me but I still sometimes do not make it out, it's hard to predict how often this happens it all depends on where I have to go such as hospital appointments etc. I would need this help for a few hours.*
- I hear voices and I can get very paranoid if I have to go out, I find it so distressing it makes me physically sick, I have agoraphobia and can only deal with going to places I know well, like my local doctor's surgery and my neighbour's house. I can't go to new places, even if my carer comes with me. I'd get severe anxiety if I had to go on public transport or to a different hospital to the one I normally go to.*
- My support worker has been trying to build my confidence up to go out somewhere with her, just for a coffee, she has been talking to me about it every time I see her and reassuring me it will all be fine. When the day came to go out I went to pieces and it has really distressed me that I couldn't go after all the hard work we put in trying to get me ready.*

Page 17 - 16 - Coping with social situations

Examples

- I find it difficult to socialise due to the mental health I suffer with, I worry about going out so much I end up not going, if I do get out I avoid eye contact and speaking to people as much as possible as I get so distressed. We used to go out quite regular before I fell ill but now I will do anything to get out of it due to the stress of it all – my family do not ask me to go to place anymore as they know I find it too difficult.*
- With my anxiety I worry about things that haven't happened yet, for example I wouldn't be able to cope if my GP left and I got a new doctor - my pulse would race and I'd have a panic attack, I worry about this although it hasn't happened.*
- I very rarely see friends anymore, I can't make eye contact and talk to my friends - they're people that I used to see all the time. It's impossible for me to leave the house because I don't have any confidence and wouldn't be able to deal with it, even if I had a few weeks to prepare for it.*

Page 17 - 17 - Behaving Appropriately

This section asks about whether your behaviour upsets other people.

How often do you behave in a way which upsets other people?

For example, this might be because your disability, illness or health condition results in you behaving aggressively or acting in an unusual way.

Examples

- *I have outbursts that I can't control when I hear voices in my head - and people around me get upset. For example I was barred from my local shop after I threw the contents of my wallet all over the floor because I couldn't find a £1 coin to pay for a pint of milk. The shop assistant told me I was acting aggressively and couldn't come back.*
- *I take a lot of my frustration and anger out on my family, I sometimes shout at them or don't speak to them at all, it doesn't have to be because they have done something it may be because I am feeling worried, depressed or anxious but I find it difficult to explain this to them.*
- *I once lost my job as I couldn't deal with the supervisor talking to me, I thought they were telling me off every time they said something about my work and it used to get me so upset I would need to go home for the day, if I didn't go home I worried I would get frustrated and lash out.*

Page 18 - 18 - Eating and drinking

Can you get food or drink to your mouth without help or being prompted by another person?

Can you chew and swallow food or drink without help or being prompted by another person?

Examples

- *I use a beaker or a straw to drink as I would spill hot drinks down me; this happens several times a day, most days of the week so I need someone to supervise me.*
- *I use plastic cutlery and dishes as I am prone to drop things, this is several times a day, 7 days a week.*
- *I am fed through a tube so need someone to help me with ensuring it's clean and fitted correctly, this is several times a day, 7 days a week.*
- *I have trouble swallowing and someone needs to be with me in case I choke, this can happen several times a day, 7 days a week.*
- *I struggle with my appetite and eating so I need someone with me to encourage or prompt me to eat, this would be several times a day, 7 days a week.*

Page 19 - Face to face Assessment

You may be asked to attend a face-to-face assessment with a qualified Healthcare Professional who works for the Health Assessment Advisory Service.

They will send you a letter with details of your appointment and a leaflet that explains what happens at an assessment and who you can take with you. If you are not asked to go to a face-to-face assessment, Jobcentre Plus will write to you and explain what will happen with your claim. The Health Assessment Advisory Service will not write to you.

Please make sure you have put your telephone number and address details in the 'About 'You' section on page 2.

You must let the Health Assessment Advisory Service know as soon as you get your appointment letter if you need a home visit. You will be asked for information from your medical professional to explain why you are not able to travel to an assessment centre.

Your assessment will need to be recorded on tape or CD. Requests will be accepted where possible. More details about audio recording your assessment can be found at www.gov.uk and search for 'audio recording of face-to-face assessments'.

Please let the Health Assessment Advisory Service know at least two working days before your assessment if you need:

- An assessment on the ground floor if you cannot use stairs unaided in an emergency
- A sign-language interpreter. You are welcome to bring your own sign language interpreter but they must be 16 or over
- Your face-to-face assessment with a Healthcare Professional of the same gender as you. For example, on cultural or religious grounds. The Health Assessment Advisory Service will try their best to provide one for you, but this may not always be possible

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If you do not understand English or Welsh, or cannot talk easily in these languages, do you need an interpreter?

You can bring your own interpreter to the assessment, but they must be over 16.

Would you like your telephone call in Welsh?

Would you like your face-to-face assessment in Welsh?

Please tell us about any times or dates in the next 3 months when you cannot go to a face-to-face assessment. For example, because of a hospital appointment.

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A statement from someone who knows you.

If any of your carers, friends or relatives want to add any information, they can do it here. This may be because they know the effects your disability, illness or health condition have on how you can do things on a daily basis. Please complete page 4 with their contact details as we may contact them for more information to support your claim.

You may also use this space if you need more space to answer any of the questions above.

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Consent to notify your GP of the outcome of the Work Capability Assessment.

There is also a section which asks if you are happy to for the DWP to contact your GP directly about the results of the Work Capability Assessment. You have the option to tick yes or no, then sign and date it.

You change your decision before your medical assessment, if you decide after the assessment it may be too late to change the decision.

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If your form has been completed by someone for you they need to complete their details.

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For completion by a Healthcare Professional which may include a GP, hospital doctor or clinical nurse who is aware of your condition.

Contact Us

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For more information about sending
your UC50 claim form:

[Click Here](#)





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If you require this pack in a larger font, please contact us.

Please note: When sending off your completed form, ask the Post Office for free proof of postage. You might need to show proof of when you sent it.

Or use a “Guaranteed Delivery” or “Signed For” service as this allows you to know that your forms arrive safely by providing proof of delivery. 1st class Signed For delivery aims to arrive the next working day and 2nd class Signed For delivery aims to arrive within 2-3 working days.

