



Northumberland
County Council

Adult Social Care

Helping adults with care and support needs in Northumberland



For more information visit our website:
nland.cc/AdultSocialCare

What is Adult Social Care?

Adult Social Care is focused on keeping people independent and safe. Support is provided by a wide range of organisations and individuals to help those in need to maintain their independence and wellbeing.

This could be help with:

- Living independently at home
- Staying safe and well
- Getting out and about
- Everyday tasks (like washing, dressing, or eating)



Many people can get the help they need from family and friends, or from their local community. Others pay privately to get the help they need, for example with household tasks they find difficult. You can find information about support groups and services in your area on our website:

nland.cc/LocalSupport

Social work support

Our social workers and social work support assistants can provide support including:

- Assessing people's needs, strengths and desired outcomes
- Working with you and your family to help you make changes and solve problems
- Organising support or making recommendations or referrals to other services and agencies.

Looking after someone - carers



A carer is anyone, including children and adults, who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction, and cannot cope without their support.

If looking after someone is causing issues for you, you might be entitled to support in your own right.

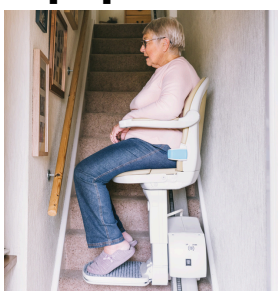
Help after an accident or illness

If you have had a serious accident or illness, you may need some short term support at home to help you recover.

We can provide time limited care and rehabilitation to you in your own home through our short term support service.



Equipment and adaptations



Equipment can make everyday tasks a bit easier.

Many useful items are relatively low cost such as tap turners, talking watches, magnifiers, and long handled sponges.

If you have social care or health needs you can borrow a range of equipment from our Joint Equipment Loans Service free of charge. The need for equipment is assessed by a health or social care professional.

Telecare and alarm services

Community alarm services are available from a number of providers in Northumberland.

Northumberland Telecare, a Council service, offers both community alarms and more sophisticated 'telecare' sensors, matched to individual needs.



Speaking up on your behalf



Advocates are independent professionals. They work with people who have difficulty communicating and / or understanding. They help people understand their options, know their rights, and express their views.

Paying for care and support

Social care is not free, and most people have to pay towards the cost of their care and support services.

Depending on your financial situation the council may contribute towards the cost based on a financial assessment, which considers what you can afford to pay.

Services you might have to pay for include:

Home care



Home care is the range of services put in place to support people in their own home.

It can also include support to help people stay active and take part in their communities.

Care provided by residential & nursing homes



Care homes provide care and accommodation for people needing high levels of support.

Residential homes provide basic care and support. This could be help with dressing or someone to call on during the night.

Nursing homes provide personal and qualified nursing care 24 hours a day.

Support in day centres



Day centres for adults can offer activities, social support, and companionship with support from trained staff and volunteers.

Some day centres are for older people, while others are for adults with disabilities or other health conditions.

Keeping people safe

If you are concerned about a vulnerable adult who is at risk of neglect or abuse in Northumberland, or have any questions about Adult Social Care, contact OneCall on 01670 536400.

If there is immediate danger call 999 straight away before calling us.

Onecall
01670 536400



If you would prefer to talk to someone, you can contact Adult Social Care via Onecall on Tel: 01670 536400.

Our staff will give you information and advice. We will tell you about community groups and support that is available in your area.

They will also tell you about other organisations that could help you.

You can also contact us via email:

onecall@northumberland.gov.uk

If you have speech or hearing difficulties, you can use Relay UK to contact us.

Tel: 018001 01670536400