

» About us

Adult Social Care is part of the Adult and Community Based Services Department at Hartlepool Borough Council. We used to be called Social Services.

» What does the Early Intervention Team do?

If you have ever telephoned Hartlepool social care services you will probably have spoken to someone in our Early Intervention Team. The Early Intervention Team is the first point of contact for anyone who would like help or advice from adult social care.

The Early Intervention Team social workers and contact officers take requests for help (called referrals) over the telephone or in person at the Civic Centre. The Early Intervention Team deals with referrals for all areas of adult social care, including:

- Safeguarding;
- Social work assessments; and
- Occupational therapy assessments.

You can talk to the Early Intervention Team about yourself, someone you care for, a relative or a friend. When you contact the Early Intervention Team, a social worker or contact officer will talk to you about the difficulties you are having. They will take some information about you (or your relative or friend) about what support is already in place. They may want to speak to your doctor or district nurse too, but will only do this with your permission.

The social worker or contact officer will offer advice or suggest things you can do that might improve your circumstances. This will include looking at [Hartlepool Now](#) where there is advice, information and activities on a range of services that are available to you. If however, the social worker or contact officer feels it is appropriate they will pass your referral on to the relevant team so someone can arrange to come and visit you to look at your needs and check you are eligible for social care.

» Assessment

Before we can develop a support plan we must carry out an assessment of your needs. Assessments are carried out by social workers, social care officers, occupational therapists or other professionals (Care Manager).

Assessment is a key and critical process.

An assessment should identify:

- Your care and support needs;
- What outcomes you are looking to achieve to maintain or improve your wellbeing; and

- How care and support might help you to achieve those outcomes.

Appropriate and proportionate assessment:

- You will receive an assessment that is appropriate and proportionate to your care and support needs;
- The assessment process will be flexible and will be adapted to best fit your needs, wishes and goals; and
- Assessment will not be the same for everyone and depending on your circumstances it could range from an initial contact to a longer ongoing process.

Preventing needs:

- The assessment will consider whether you would benefit from any available preventative services, facilities or resources;
- Prevention can include promoting wellbeing, early intervention and maximising independence.

Whole Family Approach

- When completing an assessment we will consider the impact of family needs and wider networks and in particular any children providing care; and
- Consider the needs on the young carer's wellbeing, welfare, education and development.

Refusal of assessment:

- We will not carry out an assessment if you feel that you do not need care or if you do not want local authority support.
- This can be overridden if you lack capacity to make that decision and an assessment would be best for you or if you are experiencing, or at risk of experiencing any abuse or neglect.

You do not have to pay for a social care assessment, but you might have to contribute to the care and support that meets your needs.

After the assessment has been completed the Care Manager, will check that you are eligible to receive services.

» National Eligibility Threshold for people with an illness or disability - Care Act 2014

Your needs meet the eligibility criteria if:

- Your needs arise from or are related to a physical or mental impairment or illness;
- As a result of the your needs, you are unable to achieve two or more of the outcomes specified below; and
- As a consequence there is, or is likely to be, a significant impact on your well- being.

The specified outcomes are -

- Managing and maintaining nutrition;
- Maintaining personal hygiene;
- Managing toilet needs;
- Being appropriately clothed;
- Being able to make use of your home safely;
- Maintaining a habitable home environment;
- Developing and maintaining family or other personal relationships;
- Accessing and engaging in work, training, education or volunteering;
- Making use of necessary facilities or services in the local community including public transport and recreational facilities or services; and;
- Carrying out any caring responsibilities you have for a child.

» For people aged 18 years or over who meet the National Eligibility Criteria

We can:

- Provide you with information and advice about where you can access support from a range of different services. (www.hartlepoolnow.co.uk)
- Give information about support and services available to you;
- Work with you to agree a support plan which gives you choice and control over the help you need to live independently;
- Give advice on welfare benefits and help people who can not manage their own money due to a mental health problem or learning disability;
- Provide equipment, adaptations and advice to help you move around your home safely, prepare meals and keep clean;
- An Annual Review will be arranged.

» Contact us

You can contact the Early Intervention Team by letter, telephone, text, or email. If English is not your first language, we can provide a translation service.

» Our opening times

We open at 8:30am every weekday. We close at 5:00pm from Monday to Thursday. On Fridays we close at 4:30pm.



Telephone: 01429 523390



Text Service: 60006 (start your text with HBC)



E-mail: dutyteam@hartlepool.gcsx.gov.uk



Postal address: Adult and Community Based Services
Hartlepool Borough Council
Civic Centre
Victoria Road
Hartlepool
TS24 8AY

» About this factsheet

This factsheet tells you more about deciding what support you need. We issued this factsheet in April 2015 and updated it in April 2018. We will check the information is up to date in April 2020.



You can download all of our factsheets from
www.hartlepool.gov.uk/factsheetsandpublications