



# Adult Social Care

# WHAT WE DO

# 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 we do

We support people aged 18 years or over who are vulnerable or at risk. We can help:

- older people (people who are aged 65 or over)
- people with learning disabilities
- people with mental health problems
- people with physical disabilities
- people who are having difficulty with their hearing or sight
- young people or adults who care for their relatives or friends

# Some of the things we can do to help

We can:


- 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.
- give information about support and services available to you.

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

# HOW TO CONTACT THE SUPPORT HUB

If you, or someone you care for - or a relative or friend - is finding life a bit difficult at the moment and would like to talk about it, contact our Support Hub - [our gateway to information, advice, support and care.](#)

 Visit the Support Hub at **Community Hub Central**, York Road, TS26 9DE between 10am - 4pm Monday to Friday

 Call **01429 272905** between 8.30am - 5pm Monday - Thursday.  
8.30am - 4.30pm on a Friday.

 Email [helping@hartlepool.gov.uk](mailto:helping@hartlepool.gov.uk)

*We will connect you to the things that will help you get on with your life.*

If you are **worried about someone being abused or neglected**, or if you need **information or support with hospital discharge** please contact:

The Integrated Single Point of Access (iSPA)

*You can contact the iSPA Monday - Thursday 8.30am - 5pm, Friday 8.30am - 4.30pm*

 **01429 803100**

 [ispa@hartlepool.gov.uk](mailto:ispa@hartlepool.gov.uk)

 **07977709900 (Relay UK)**

## How to get help if we are closed

If you need urgent help when our offices are closed, you can contact the **Emergency Duty Team** on **01642 524522**