



**SUPPORT  
@THE HUB**

# Adult Social Care

## How to ask for help

We recognise that people are experts in their own lives, and have resources, skills, experience and expertise in looking after themselves. However, we know that sometimes people need a bit of extra help.

**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.

A Community Navigator or Contact Officer will have a chat with you to find out what is going on in your life (or the life of your relative or friend). They will spend time with you getting to know what matters most to you, what keeps you well and happy and how they can support you to live a good life so you can do the things that are important to you.

### **They will help you to:**

- Make a plan
- Find out about local groups and activities that you might be interested in
- Help connect you to those groups and, if necessary,
- Introduce you to services that can help you



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## How to contact the Support Hub



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

Tel: **01429 523390**

Email: **[ispa@hartlepool.gov.uk](mailto:ispa@hartlepool.gov.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 130080**



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