



Information, advice and online services



Live Well Telford

An online community directory of local services and groups in Telford and Wrekin.

<https://livewell.telford.gov.uk>



Independent Living community pop ups

To find information about your nearest community pop up, please visit the website.

<https://livewell.telford.gov.uk/ilc>



Independent Living Centre

Information, advice and signposting, specialist appointments and drop in sessions to talk about care services.

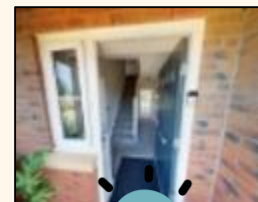
Unit 3a Hazeldine House,
Telford Town Centre.

Monday-Friday 10am-5pm (Thursdays from 10am-6pm).

Tel: 01952 457181

Email: ILCTelford@telford.gov.uk

<https://livewell.telford.gov.uk/ilc>



Virtual House

Ideas to make everyday life easier and help you to remain independent for longer.

www.telford.gov.uk/virtualhouse





Finding information and advice



Wellbeing Independence Partnership

Information, advice and signposting, about adult social care in Telford and Wrekin.

Monday to Friday from 9am-5pm

Tel: 01952 916030

Email: wip@tandwcvs.org.uk



Patient Advice and Liaison Service (PALS)

For help with a referral to Telford Integrated Community Assessment Team (TICAT) whilst in hospital.

Tel: 01952 282888



Paying for your care and support

Information about paying for care.

www.telford.gov.uk/payingforcare



Carers Wellbeing Guide

Information, advice, guidance and contacts to support carers.

www.telford.gov.uk/carerswellbeing



Planning for the future

Information on care costs, benefits calculators, lasting power of attorney, deputyship and appointeeship.

www.telford.gov.uk/planningforthefuture



Telford and Wrekin All Age Carers Centre

Free confidential advice for carers. Monday to Friday from 9am-5pm.

Tel: 01952 240209

Email: admin@telfordcarers.org.uk



Asking for Adult Social Care support

If you need to talk about care and support services for the first time, or if you need to tell us your needs have changed.

FamilyConnect



Family Connect

Make a referral for care and support, an occupational therapy assessment or a carers assessment. Arrange a review of your care, if your circumstances have changed.

Monday to Friday 9am-5pm.

Tel: 01952 385385 (option 3)

Email: familyconnect@telford.gov.uk

Text (SMS): 07797875385



Direct Payments Team

Advice and information about direct payments.

Tel: 01952 383130

Email:

directpaymentsteam@telford.gov.uk



Telford Integrated Community Assessment Team (TICAT)

Help with hospital discharges. If you experience an urgent change in your health that required you to go into hospital or the hospital's emergency department.

Tel: 01952 567260



Financial Case Management Team

To talk about your contribution to care, invoices and financial assessment.

Monday-Friday, 9am-5pm.

Tel: 01952 383820

Email: financialcasemanagementteam@telford.gov.uk



Assessments

Find information about the assessment process.

www.telford.gov.uk/assessments



Online Financial Assessment

To find how much you may need contribute towards the cost of your care you can complete an online Financial Assessment.

www.telford.gov.uk/ofa



Care and support emergencies and safeguarding

Always call 999 if the issue is an emergency or you or another person are in danger!



Emergency Duty Team (EDT)

For urgent situations, outside of normal office hours, which cannot wait until the next working day.
Monday-Thursday 5pm to 9am
Friday 5pm to Monday 9am
and Public Holidays.

Tel: 01952 676500



Mental Health Access Team

For urgent help in a crisis.

Tel: 0808 196 4501

Email: access.shropshire@mpft.nhs.uk

Emergency Response Carers' Service (ERCS)

Free immediate assistance when you are unable to help someone who needs your support.

Monday-Friday 9am-5pm

Tel: 01952 385385 (option 3)



Reporting abuse to Family Connect

Worried about a vulnerable person being abused or neglected by other people?
Say something.

Tel: 01952 385385 (option 3)

Request the Emergency Response Carers' Service.

Out of hours

Friday 5pm-Monday 9am

Tel: 01952 676500



Co-produced with the
Making It Real board



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