



## 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>



### Live Well Community Hubs

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

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



### Independent Living Centre

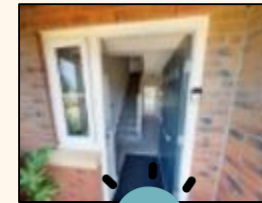
Information, advice and signposting, specialist appointments and drop in sessions to talk about care services.

Unit 3a Hazeldine House,  
Telford Town Centre.  
Monday-Friday 9am-5pm.

Tel: 01952 457181

Email: [ILCTelford@telford.gov.uk](mailto: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](http://www.telford.gov.uk/virtualhouse)





## Finding information and advice

### FamilyConnect



#### Family Connect

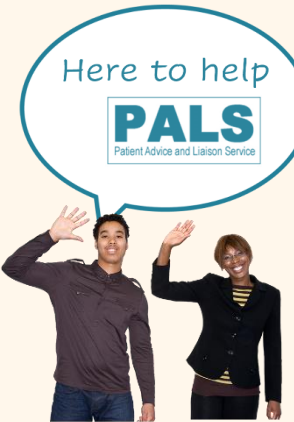
A point of contact for enquiries relating to adult social care in Telford and Wrekin. Monday to Friday from 9am-5pm.

Tel: 01952 385385 (option 2)

Email: [familyconnect@telford.gov.uk](mailto:familyconnect@telford.gov.uk)

Please call the Emergency Duty Team over weekends and during Bank Holidays.

Tel: 01952 676500



### 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](http://www.telford.gov.uk/payingforcare)



### Carers Wellbeing Guide

Information, advice, guidance and contacts to support carers.

[www.telford.gov.uk/carerswellbeing](http://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](http://www.telford.gov.uk/planningforthefuture)



### Telford and Wrekin All Age Carers Centre

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

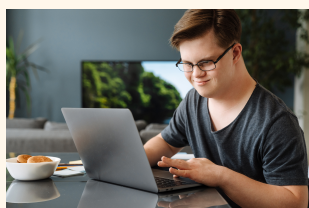
Tel: 01952 240209

Email: [admin@telfordcarers.org.uk](mailto: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.**



### **Adult Social Care Portal – our online front door**

Complete an online referral for care and support, an occupational therapy assessment or a carers assessment. Use the portal to arrange a review of your care if your circumstances have changed, all at a time convenient to you. We will respond to your request during office hours.

[www.telford.gov.uk/ascportal](http://www.telford.gov.uk/ascportal)



### **Assessments**

Find information about the assessment process. [www.telford.gov.uk/assessments](http://www.telford.gov.uk/assessments)



### **Direct Payments Team**

Advice and information about direct payments.

Tel: 01952 383130

Email: [directpaymentsteam@telford.gov.uk](mailto:directpaymentsteam@telford.gov.uk)

## **FamilyConnect**



### **Family Connect**

Request Adult Social Care support –Monday to Friday from 9am-5pm (please call the Emergency Duty Team over weekends and during Bank Holidays).

Tel: 01952 385385 (option 2)

Email: [familyconnect@telford.gov.uk](mailto:familyconnect@telford.gov.uk)



### **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](mailto:financialcasemanagementteam@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



### **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](http://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



### Emergency Response Service (ERS)

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

Monday-Friday 9am-5pm

Tel: 01952 385385 (option 3)



### Request the Emergency Response Carers' Service.

#### Out of hours

Friday 5pm-Monday 9am

Tel: 01952 676500



### Mental Health Access Team

For urgent help in a crisis.

Tel: 0808 196 4501

Email: [access.shropshire@mpft.nhs.uk](mailto:access.shropshire@mpft.nhs.uk)



### Reporting abuse to Family Connect

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

Tel: 01952 385385 (option 2)



Co-produced with the  
Making It Real board



Protect, care and invest  
to create a better borough

