



Adult social care

Useful services and resources

Co-produced with Making It Real board



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>

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

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

Tel: 01952 676500

Independent Living Centre

Offering wide ranging information, advice and signposting, specialist appointments and drop in sessions to discuss available care services. Unit 3a Hazeldine House, Telford Town Centre. Monday-Friday 9am-5pm.

Tel: 01952 457181

Email: ILCTelford@telford.gov.uk

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

Live Well Community Hubs

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

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

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

Patient Advice and Liaison Service (PALS)

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

Tel: 01952 282888

Virtual House

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

www.telford.gov.uk/virtualhouse

Carers Wellbeing Guide

Information, advice, guidance and contacts to support carers.

www.telford.gov.uk/carerswellbeing

Paying for your care and support

Information about paying for care.

www.telford.gov.uk/payingforcare

Planning for the future

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

www.telford.gov.uk/planningforthefuture





Request Adult Social Care support

If you need to talk about care and support services for the first time, or if you have care and support services from Adult Social Care and your circumstances have changed.

Assessments

Information about the assessment process visit. www.telford.gov.uk/assessments

Adult Social Care Portal – our online front door

Complete an online referral for care and support, an occupational therapy assessment or a carers assessment. You could also 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

Family Connect

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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

If you would like an indication of how much you will be required to contribute towards the cost of your care then you can complete an Online Financial Assessment. www.telford.gov.uk/ofa

Financial Case Management Team

To discuss your contribution to care, invoices and financial assessment. Monday-Friday, 9am-5pm.

Tel: 01952 383820

Email: financialcasemanagementteam@telford.gov.uk

Direct Payments Team

Advice and information regarding direct payments.

Tel: 01952 383130

Email: directpaymentsteam@telford.gov.uk



Care and support emergencies and safeguarding

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

Emergency Duty Team (EDT)

For urgent situations, outside of normal office hours, which cannot be left with an appropriate degree of safety until the next normal 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 is reliant on your support. Monday-Friday 9am-5pm

Tel: 01952 385385 (option 2)

Out of hours

Tel: 01952 676500

Request the Emergency Response Carers' Service.

Mental Health Access Team

For urgent help in a crisis.

Tel: 0808 196 4501 or

Email: 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)



SCAN ME