

Adult Social Care and Support

How to ask for help

Customer Service Team

The Customer Service Team is the front of house for the council to providing a professional and efficient service to all residents. The Customer Service Team can be contacted directly by the adult wanting to discuss available support, from another person on the adult's behalf or a professional for example a GP or nurse.

The Customer Service Team will screen all calls to gather appropriate and proportionate information to ensure the adult receives the best available information, advice or is directed to the department that can help. The Customer Service Team can be contacted on 01642 527764:

- The staff member may ask personal questions about the care and support needs – this is to ensure we provide the best care at all times
- All cases are dealt with on an individual basis and all information is kept confidential
- The Customer Service Team will signpost the caller to the First Contact Team should it appear the caller has care and support needs or requests an assessment All Stockton-on-Tees Borough Council staff will adhere to the confidentiality of Data Protection Act 1998. The Customer Service Team and First Contact Team will collect relevant information regarding the adult to ensure the correct information, advice or assessment is provided. The adult will be informed of any individuals or agencies that their personal information will be shared with and their consent will be required.

First Contact

Anyone who needs care and support has a right to information, advice and an assessment of their needs. Stockton-on-Tees Borough Council Adult Social Services can offer help to adults aged 18 or over who live in Stockton-on-Tees and carers and young carers of adults. This includes adults who have care and support needs as a result of a physical or mental impairment or illness.

The First Contact Team will discuss in detail the help you require. A trained member of staff will use a Screening Tool to assess the adult's care and support needs and wellbeing. The screening ensures the adult is directed to the correct person or department to support them.

The First Contact Team will consider: Preventative services through intermediate care reablement and occupational therapy to:

- prevent hospital admissions
- assist with timely discharges from hospital
- promote faster recovery from illness
- support with re-learning of vital life skills
- maximise independence

Public Information Services

Our leaflets are designed to give basic information about our services to the adult population of Stockton-On-Tees. You can find all of our information leaflets on our website: www.stockton.gov.uk/adultsocialcare

If you would like this information in any other language or format for example **large print** or audio please contact 01642 527764.

إذا كنت ترغب الحصول على هذه المعلومات بلغات أو بأشكال أخرى على سبيل المثال بالطبعة الكبيرة أو بالشريط المسجل فالرجاء الإتصال 'بدايفرستي تيم'

على هاتف رقم 01642 527764

ARABIC

اگر شما این اطلاعات را به زبان یا شکل دیگری مثلا چاپ بزرگ یا بصورت صدا میخواهید لطفاً با تیم دایورسیتی (گوناگونی)

با شماره 01642 527764 به تماس شوید

FARSI

Si vous souhaitez obtenir ces informations dans d'autres langues ou sous un autre format, par exemple, en gros caractères / version audio, veuillez contacter l'équipe au n° 01642 527764

FRENCH

ئەگەر چەرت لێ بە ئەم زانیاریە بە دەستت بکەوت بە زمانەکانی تریان بە شیوەیەکی تر یۆ نمونە چاپی گەورە/یان بە تێبێ تۆمارکراو نکایە بە یۆهندی بکە بە 'تیمی دایفرستی'

لە سەر ژمارەى تەلەفۆن 01642 527764

KURDISH

欲要這份資訊的其它語言版或其它版式例如大字體印刷/錄音帶，請致電 01642 527764 接洽 '多元化隊'

CHINESE

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਬਣਤਰ ਜਾਂ ਥੱਲੀ ਵਿੱਚ, ਵੱਡੀ ਛਪਾਈ ਵਿੱਚ ਜਾਂ ਟੇਪ/ਸ਼ੀ ਡੀ 'ਤੇ

ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ

ਫ਼ੋਨ 01642 527764 ਨੰਬਰ ਉੱਤੇ ਫ਼ੋਨ ਕਰੋ।

PUNJABI

اگر آپ ان معلومات کو کسی بھی اور زبان یا انداز، مثلاً بڑے پرنٹ/آڈیو ٹیپ وغیرہ میں حاصل کرنا چاہیں، تو ڈائریکٹ ٹیم

کو اس نمبر پر فون کیجئے 01642 527764

URDU