



South Tyneside Council



LET'S TALK

Adult Social Care

Frequently Asked Questions

www.southtyneside.gov.uk/LetsTalk

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Q. I need to return some equipment that was provided by South Tyneside Council

- A. You can return the equipment that the Council provided to you by contacting the Living Better Lives Resource Centre on **0191 423 0200**

Q. How do I buy a key safe?

- A. You can buy a key safe online from websites such as Amazon, and many other retail outlets. Once you have bought your Key Safe and you are over 50 years old, Age Concern can fit your Key Safe free of charge. You can contact Age Concern on **0191 456 6903**

Q. I have bought a mobility scooter myself; how can I get a ramp?

- A. If you have hired or bought a mobility scooter, you can contact the company who provided it directly and they may be able to support you to buy a suitable ramp. The Local Authority will only provide ramping for wheelchairs prescribed by the NHS.

Q. How do I get a walking aid to support my independence?

- A. You can contact your GP who can refer you to a physiotherapist for a mobility assessment to ensure you get the aid that is right for you.

Q. Will speaking to a social worker support my housing application?

- A. Adult Social Care cannot influence housing applications. For further information on housing applications, you can contact South Tyneside Council Housing Services directly on **0300 123 6633**

Q. I require support or transfer to get me to my medical appointments

- A. If you require support with getting to a hospital appointment, contact your GP surgery and explain the reason for this, they may be able to organise you patient transfer. Alternatively, you will need to arrange a taxi. The Let's Talk team are unable to arrange transfer for any member of the public.

Q. I need to speak with my care provider

A. If you are looking to speak with your care provider, the Let's Talk team are unable to connect your call, please find useful contact numbers below to contact the provider directly:

- Human Support Group – **0191 691 9120**
- Amna Care – **0191 432 6460**
- Bluebird Care – **0191 519 4825**
- Dale Care – **0191 716 9200**
- North Haven – **0191 481 3410**
- Springfield – **0191 466 1503**
- Cera Care – **0191 607 8107**
- Care Outcomes – **0191 519 7465**
- Westhome – **0191 548 2637**

Q. Who can help me when I am discharged from hospital?

A. If you or a family member are currently in hospital and will require support when discharged, speak with a named nurse on the ward who will link in with the specialist hospital team. The Let's Talk team cannot support with hospital discharge.

Q. How do I get a falls pendant?

A. If you require a falls pendant to keep you safe at home, you can request assistive technology/telecare services by using the online form on our council website:
www.southtyneside.gov.uk/adultsocialcare

Q. I require support with meals

A. There are services who will deliver a hot meal to your door:

- Café Direct – **0191 454 8568**
- Rosie Café – **0734 087 4183**
- Swans – **0191 489 6555** –
Swanscafecathering@gmail.com
- Sam's Deli – **0191 456 7733**
- Oakhouse Foods – **0333 370 6700** -
www.oakhousefoods.co.uk
- Wiltshire Farm Foods – **0800 077 3100**
- **www.wiltshirefarmfoods.com**

Q. Are there any lunch clubs I can attend within the community?

A. There are services available within the community to support social activity, please see a list of services below:

- Charles Young Centre – **0191 454 3241**
- Age Concern – **0191 456 6903**
- Perth Green – **0191 489 3743**
- Boldon Community Association –
0191 536 8085



Q. I would like to arrange some private care and support; can you tell me who to contact?

- A. You can contact a care provider directly to get advice or information to support you, below are a list of local care providers:
- Human Support Group – **0191 691 9120**
 - Amna Care – **0191 432 6460**
 - Bluebird Care – **0191 519 4825**
 - Dale Care – **0191 716 9200**
 - North Haven – **0191 481 3410**
 - South Tyneside Community Laundry – **0191 489 1701**
 - Springfield – **0191 466 1503**
 - Cera Care – **0191 607 8107**
 - Smile – **0191 406 2679**
 - Care Outcomes – **0191 519 7465**
 - Westhome – **0191 548 2637**

Q. Who can support me in my full-time caring role

- A. Connected Caring is the main carers support organisation in South Tyneside for all adult carers from the age of 18 onwards. The service can provide information and advice on caring, employment support, caring with confidence, a listening ear, training and much more.
- Tel: **0800 304 7724**
- Email: **info@connectedcaring.org.uk**
- Website: **www.connectedcaring.org.uk**

Q. I require support with cleaning and laundry

- A. There are services within the community who may be able to support you with this, please see a list of service providers:
- South Tyneside Cleaning Services: **0191 427 2591**
 - Community Laundry: **0191 489 1701**

Q: Do I need to pay for my care?

- A. People are responsible for meeting the cost of their own care, but depending on your income, savings and property owned, we might be able to help you with these costs.
- If your savings and investments add up to more than £23,250, you will need to pay the full cost of your care yourself until your savings fall below that amount. Otherwise, we will complete a financial assessment with you to decide what help can be offered.



Q. How can I access the crisis team?

A. There are different ways you can access your local crisis team during a crisis. This depends on your situation. The options include:

- Being referred. Many crisis teams can only support people who have been referred to them by another health care professional. For example, you might be referred to a crisis team after visiting Accident & Emergency (A&E) or your GP.
- Through your care plan. If you are currently being supported by a Community Mental Health Team (CMHT), your care plan should include details of who to contact in a crisis, which will often be your local crisis team.
- Contacting them yourself, if you've already been referred and have their contact details.



Q. I need some support around my mental health and wellbeing, can you provide some details of who I can contact?

A. Below are some of the things you can do to help yourself when it comes to support with your mental health & wellbeing:

- Contact your own GP
- Qwell – Anonymous mental wellbeing support 24/7 visit the website www.Qwell.io
- South Tyneside Lifecycle Primary Care Mental Health Service Tel: **0191 283 2937**
- Samaritans call **116 123** or visit the website at www.samaritans.org
- Moving Forward - Call **0191 217 2935**, email mfst@mentalhealthconcern.org or text **07594 154768**
- Self-help guides selfhelp.cntw.nhs.uk
- If you need urgent help with your mental health, please call the initial team on (South Tyneside) **0191 283 2937** or (Sunderland) **0191 566 5454**

Q. I need help and support with alcohol and substance misuse, what services am I able to access?

- A. There are a number of services that you can contact directly in South Tyneside, below are some contact numbers for those services:
- South Tyneside Adult Recovery Service – **0191 917 1160**
 - NHS Choices Alcohol Support – **www.nhs.uk**
 - Drinkline is the National Alcohol Free Helpline – **0300 123 1110**
 - Adfam operates an online message board, and a database of local support groups – **www.adfam.org.uk**
 - Cocaine Anonymous – **0800 612 0225**
 - Smile – The Peter Whale Foundation (cocaine/alcohol): **0772 503 0712**
 - GamCare – national helpline: **0808 8020 133** or visit **www.GamCare.org.uk**
 - Kind Mind Community (South Tyneside Recovery College) – **0191 217 2935** visit **www.kindmindcommunity.org** or email **kindmindcommunity@everyturn.org**
Providing courses and groups aimed at helping people improve their mental health and wellbeing



Q. I need some support with my benefits, or have issues with debt, and need some money advice, who can I contact for some advice?

- A. There are a number of organisations that can help and support you in South Tyneside, please contact one of the following services to get some friendly helpful support and advice:
- South Tyneside Welfare Support Team - Call: **0191 424 6040** or visit the website at **www.southtyneside.gov.uk/welfaresupport**
 - Citizens Advice - **0344 499 4715**
 - Age Concern Tyneside South (ACTS) – **0191 456 6903**
 - Cost of Living Crisis information - South Tyneside Council - **www.southtyneside.gov.uk/costofliving**
 - Stepchange – **www.stepchange.org**
 - Debt Advice Helpline - **0808 808 4000** or **www.nationaldebtline.org**





Q. I am a professional requiring information regarding a patient in my care

- A. If you are requiring information from Adult Social Care, please email the team at Letstalk.service@southtyneside.gov.uk. Please explain the information you require and why you need this information. We may not always be able to share the information, we look at these requests on an individual basis, in line with GDPR.

Q. I need to access a key safe number

- A. Let's Talk are unable to provide key safe numbers, if you need access to a property, you should speak with the person to get their key safe numbers. If you are a professional, then you will need to speak with your line manager for support in this instance.

Q. I need to know contact details for my social worker

- A. You can request contact details for your social worker by contacting the Let's Talk team at Letstalk.service@southtyneside.gov.uk or **0191 424 6000**.



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**If you require any further support
or information that is not on this information
sheet, please request support online at
www.southtyneside.gov.uk/LetsTalk**