



This is an easy read guide to  
**Adult Social Care and Support**

## What is Adult Social Care?



Adult Social Care is  
a council service.



People sometimes  
call it “**social  
services**”.



We help people who have  
care and support needs.



We have different services and you may get help from **social workers, social care officers, occupational therapists** and **care assistants**.



Adult Social Care staff carry an ID badge and will tell you who they are.

## What is Care and Support?



Care and support helps adults to live well when they have a learning or physical disability, health problems or are elderly.

## How do I get help from Adult Social Care?



Anyone can call us and ask for our help.

Call: **01642 771500**



**Name**

**Address**

**Phone Number**

We will ask you for your name, address and telephone number.



We will talk with you about how we can help you.



This help could be to give you some information or advice.



You will have an assessment if you need ongoing support.



This is called a **needs assessment**.



Please see our guides

- My Needs Assessment
- What happens after my Needs Assessment?

## What to do if you are not happy with your support or decisions made about you



Speak with a member of adult social care staff. Problems can often be fixed quickly by talking about it.



If you are still not happy or feel we have not fixed the problem, you can make a complaint.

Call: **01642 444514**

Email:

[adultcarecomplaints@redcarcleland.gov.uk](mailto:adultcarecomplaints@redcarcleland.gov.uk)

## Getting support if you are a carer



If you look after someone, we may be able to give you some support.

Please read our “guide to support for carers”.

## If you are worried about someone (safeguarding)



If you have been treated badly or are worried about another adult, please call



**01642 771500**

To speak to us



If it is an emergency, call **999**.



We will listen to you and look at the information you have given us.

This will help us decide what to do.

## Adult Social Care contact details



To find out more about our services please visit our website:

[www.redcar-cleveland.gov.uk](http://www.redcar-cleveland.gov.uk)



Call: **01642 771500**



Email:

[contactus@redcar-cleveland.gov.uk](mailto:contactus@redcar-cleveland.gov.uk)



You can write to us at:

Adult Social Care,  
Redcar and Cleveland Borough Council,  
Seafield House,  
Kirkleatham Street, Redcar,  
TS10 1SP



**Who to contact us if the office is closed**

Call our Emergency Duty Service on **01642 524552**.

They are open during the night, weekends and bank holidays to help with urgent problems for you or your family.