

About this guide

This guide may be helpful if you are:

- a child, young person, or adult with a disability
- an older person finding daily tasks more difficult
- someone living with a progressive condition
- a carer supporting someone with additional needs
- someone with a mental health condition or a learning disability who is experiencing challenges with everyday activities

Our Occupational Therapy Service works with you to build on your strengths, increase your independence, and help you stay safe and confident at home.

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1. How to Get Help?

You can contact us directly to ask for support, or you can give someone else permission to contact us on your behalf. Our contact details are at the end of this guide.

When you get in touch, we will:

- listen to what is important to you
- take some brief details
- talk through how we can help

This may include information and advice or arranging an assessment of your needs.

2. Where Your Appointment Will Take Place?

Your assessment may take place in one of two ways:

Independent Living Centre Appointment

Many people start with a clinic appointment at the Independent Living Centre. This is suitable when we can understand your needs through conversation, observation, and demonstrations using equipment available in the centre.

Home assessment

We may offer a home assessment if:

- your needs are more complex
- you require a more detailed and comprehensive assessment
- we need to see your home environment to fully understand the difficulties you experience

3. Understanding Your Needs

Before the Council can provide support, we must check whether you have eligible needs, as set out in the Care Act 2014.

These national criteria help us understand how your needs affect your day-to-day life and ensure everyone is treated fairly and consistently.

After your assessment, we will explain clearly:

- whether you meet the eligibility criteria
- what support may be available to you

If you do not have eligible needs, we can still offer information, advice, and signposting to equipment suppliers and other helpful services.

4. What Happens During an Assessment?

To understand your strengths and the areas where you need support, we may ask you to show us how you manage tasks such as:

- getting in and out of your home
- using the bath or shower
- getting in and out of bed
- getting on and off the toilet
- moving around your home and using stairs
- preparing food and drinks

You are welcome to have a family member, carer, friend, or someone you trust with you during the assessment.

We will also consider any difficulties your carer may be experiencing.

5. How Can We Support You?

Once we understand your situation, we will work together to explore solutions that build on your strengths and support your independence.

This may include:

- practical advice and guidance
- suggestions for doing tasks in different or easier ways
- specialist equipment on loan
- recommendations for home adaptations
- referrals to other services that could help

You will be offered:

- a copy of your assessment, and
- a copy of your support plan, which we will create together

We welcome your feedback — including compliments, comments, concerns, or complaints so we can continue to improve the service.

Contact Details Adult Social Care

Directorate of Adults and
Communities
Adult Social Care
Redcar and Cleveland Borough
Council
Redcar & Cleveland House
Kirkleatham Street
Redcar
Yorkshire
TS10 1SP

Telephone: 01642 771500

Email: contactus@redcar-cleveland.gov.uk

Website: www.redcar-cleveland.gov.uk

Relay UK (for deaf, hard of hearing, and speech impaired people)

Office hours: Monday to Thursday: 8.30 am - 5.00 pm and Friday: 8.30 am - 4.30 pm.

If you need help in emergency when our offices are closed, you can contact the

Emergency Duty Team: 01642 524552.

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