

## About this guide

This guide is for you if you're finding some everyday activities more difficult and would like some support to stay safe and independent at home.

It explains:

- how to ask for help
- what happens during an assessment
- the types of support that may be available

Our aim is to work alongside you, focusing on your strengths and the things that matter most to you. We want to help you continue doing the activities that are important in your daily life.

If anything in this guide isn't clear, please speak to your health or social care worker — we're here to help.

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## 1. How do I 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 your concerns
- Ask for some basic information
- Talk with you about the support options available

This may include information and advice or arranging an assessment.

Most assessments take place at our **Independent Living Centre**, but if your needs are more complex, we may offer an assessment in your home.

## 2. What Happens at a Clinic Appointment?

Your appointment will last around **30 minutes** at the Independent Living Centre.

During your visit:

- An Occupational Therapy Officer will talk with you about what you're finding difficult and what you're managing well.
- You'll be shown equipment and practical ideas that can support your independence, such as ways to make bathing safer and easier.
- If suitable equipment is identified, it may be provided following the assessment.

Our focus is on helping you find solutions that build on your strengths and make daily tasks more manageable.

### 3. Home Assessments and Adaptations

If you need more support, we may offer a home assessment. This allows us to see how you move around your home and understand more clearly what will help you.

During the visit, we will:

- Explore together what is working well for you and where support might help
- Look at whether equipment or minor adaptations could meet your needs
- Consider larger home adaptations if simpler options aren't enough

If major adaptations are recommended, a financial assessment may be required to look at possible funding options. Your assessor will explain everything clearly during your visit.

*Additional information can be found in our 'Guide to Home Adaptations for Disabled Adults and Children'.*

#### Contact Details Adult Social Care

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

Telephone: 01642 771500

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

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

Version 1 – February 2026