

## Adult Social Care Pathways

Adult Social Care responsibilities of local authorities can be described in four tiers which relate to the level of risk being experienced by the adult linked to emerging or long-term care and support needs. Adult Social Care supports older people (aged 65+) and adults (18+) with physical disabilities, sensory impairments, learning disabilities, mental health issues, and/or their carers.

### Tier One – Universal Services (services for all)

These services are generally available from the voluntary and community sector and can be accessed directly. They include: information, advice and signposting services, health and fitness support, community groups, falls prevention and the types of services within this guide. In Peterborough **British Red Cross** can help to support links into these options.

Alternatively **Caring Together** can provide advice and signposting for carers.

### Tier Two – Short-Term or Low Level support

These are services aimed generally at those with emerging care and support needs, which are not yet at a level to significantly affect their lives. These services include reablement, technology enabled care, daily living equipment and occupational therapy. They can be accessed via contact with the council's Adult Early Help Team and do not require an assessment.

### Tier Three – Long-Term Care and Support

When a person begins to experience a significant impact on their wellbeing because of care and support needs they become eligible for an assessment and means-tested financial support to meet their personal care needs. This funding might cover home care, day care, respite care, extra care housing, use of a personal assistant, etc. Referrals for this type of long-term support should be made to Adult Social Care.

### Safeguarding

Where a person is felt to be at risk of significant harm due to the actions of others or self neglect a safeguarding referral should be made. For more information: [Recognising abuse and reporting concerns](#)

Referral Pathways		Contacts
<b>Tier One</b>	This is a direct access pathway to a range of voluntary and community sector support and pages 2-5 of this guide provide further details.	01733 207113 Seven days per week, 10am-6pm
	E-mail: <a href="mailto:supportathomepeterborough@redcross.org.uk">supportathomepeterborough@redcross.org.uk</a> Support with navigation of the pathway can be obtained by contacting <b>British Red Cross</b> via the contact details provided.	
<b>Tier Two</b>	Access via referral to the council's Adult Early Help Team who will pick up the discussion and either signpost, refer to a low level service or refer onwards to Tier Three as appropriate.	Telephone: 01733 747474 E-mail: <a href="mailto:adultsocialcare@peterborough.gov.uk">adultsocialcare@peterborough.gov.uk</a>
<b>Tier Three</b>	Referral to the council's Customer Services who will send on to the Adult Early Help Team.	Telephone: 01733 747474 E-mail: <a href="mailto:adultsocialcare@peterborough.gov.uk">adultsocialcare@peterborough.gov.uk</a>
<b>Safeguarding</b>	• Referral to the MASH – who will initiate a safeguarding enquiry and/or pass to Adult Early Help if appropriate.	Telephone: 01733 747474 Mon-Fri 9am-5pm Out of hours: 01733 234724 E-mail: <a href="mailto:adultsocialcare@peterborough.gov.uk">adultsocialcare@peterborough.gov.uk</a>

# How you can advise people to stay independent, safe and well

The **Guide to Independent Living in Peterborough 2019-20** provides information and support to help people stay independent, safe and well:

<https://www.carechoices.co.uk/publication/peterborough-guide-to-independent-living/>

The **Peterborough Information Network (PIN)** is a website that provides information and advice along with listings of services, events, groups, organisations and clubs in Peterborough. The PIN is being updated daily with the latest information about what is currently available:

[www.peterborough.gov.uk/PIN](http://www.peterborough.gov.uk/PIN)

## Making life easier at home

If people are having difficulties with everyday tasks at home, simple solutions could help to make their life easier and keep them independent. These are a starting point; other solutions are available.

[Equipment to make life easier](#)

[NRS Safe and Well](#) is run by NRS healthcare. It provides information, advice and a range of equipment and devices that people can purchase to help with everyday tasks. There is an online questionnaire to help people identify things that might help them or they can call 01480 415719 to talk to an occupational therapist.

[Technology enabled care](#) - gadgets to help around the house.

## Meals on wheels and frozen meal delivery service

**iCare meals delivery** - [www.icarecuisine.co.uk](http://www.icarecuisine.co.uk)

For PCC/NHS/Vol Sector Organisations: 01468 4669902

For private customers: 0845 604 1125

## Looking after someone

Support is available for anyone who cares for someone else, whether or not they would call themselves a carer. Below are details of an organisation who can help.

<b>Caring Together</b>	<ul style="list-style-type: none"><li>• 1:1 Support</li><li>• Telephone Support / Welfare check-ins</li><li>• Information &amp; Advice line</li><li>• Virtual Hubs</li><li>• What If? contingency plans</li><li>• Listening Ear service providing emotional support</li></ul>	0345 241 0954 <a href="mailto:hello@caringtogether.org">hello@caringtogether.org</a> <a href="http://www.caringtogether.org">www.caringtogether.org</a> Mon-Fri What if? Plans seven days per week
------------------------	---	--

## Staying fit to stay independent

Public Health provides plenty of information to help people stay stronger for longer and avoid slips, trips and falls.

[Stay stronger for longer](#)

[Healthy Peterborough](#)

# How you can advise people to stay independent, safe and well

## Support for older people and adults aged 18+, and for when coming home from hospital

There is dedicated support available for older people and adults aged 18+ (as defined on page 1), and also for when people may need extra help for a short amount of time after leaving hospital whilst they recover.

<b>British Red Cross</b>	<ul style="list-style-type: none"> <li>• 1:1 Support</li> <li>• Telephone support / welfare check-ins</li> <li>• Food parcels</li> <li>• Collecting prescriptions and shopping</li> <li>• Support for discharge planning</li> </ul>	01733 207113 <a href="mailto:supportathomepeterborough@redcross.org.uk">supportathomepeterborough@redcross.org.uk</a> Seven days per week, 10am-6pm Focus: Community support to anyone aged 18+ and/or hospital discharge
<b>Age UK</b>	<ul style="list-style-type: none"> <li>• 1:1 Support</li> <li>• Telephone support / welfare check-ins</li> <li>• Food parcels</li> <li>• Collecting prescriptions and shopping</li> <li>• Information and advice line</li> <li>• Support for discharge planning</li> <li>• Installing grab rails and key safes</li> </ul>	0300 666 9860 <a href="mailto:infoandadvice@ageukcap.org.uk">infoandadvice@ageukcap.org.uk</a> <a href="http://www.ageukcap.org.uk">www.ageukcap.org.uk</a> Seven days per week, 10am-4pm Focus: Older people and/or hospital discharge
<b>Care Network</b>	<ul style="list-style-type: none"> <li>• 1:1 Support</li> <li>• Telephone support / welfare check-ins</li> <li>• Food parcels</li> <li>• Collecting prescriptions and shopping</li> <li>• Remote wellbeing activities</li> <li>• Support for discharge planning</li> </ul>	Rapid Response Service: Help at Home - 01223 714433 Wellbeing telephone support - 0330 094 5750 <a href="https://care-network.org.uk/">https://care-network.org.uk/</a> Mon-Fri 9am-5pm Sat-Sun 10am-4pm Focus: Anyone aged 18+ who needs support and/or hospital discharge

## Support for people with a sensory impairment

There are a range of organisations that support people with sensory impairments to remain safe and well at home.

RNIB have highlighted 5 ways they can support people during Covid-19 including their helpline. Details relating to what is available can be found [here](#).

**Guide Dogs** have launched a telephone advice line for adults and parents of children and young people who may be concerned about Covid-19. This is a new service and open for calls between 10am and 4pm. Also they have a local office in Peterborough which covers Norfolk, Suffolk and Cambridgeshire, including Peterborough. [Further details are available by visiting their webpage here](#).

<b>Cambridgeshire Deaf Association</b>	For individuals who are deaf or hard of hearing:  <ul style="list-style-type: none"> <li>• Telephone support / Welfare check-ins</li> <li>• BSL video communication</li> <li>• Online drop-in groups (via Zoom)</li> </ul>	01223 246237; text: 07429 231230 <a href="mailto:office@cambsideaf.org">office@cambsideaf.org</a> <a href="http://www.cambsideaf.org">www.cambsideaf.org</a> 9am-5.30 pm
<b>Peterborough Association for the Blind</b>	For individuals with reduced vision or blindness:  <ul style="list-style-type: none"> <li>• Telephone Support / Welfare check-ins</li> <li>• Talking newspaper</li> </ul>	01733 344844 <a href="mailto:info@mypab.org.uk">info@mypab.org.uk</a> <a href="http://www.mypab.org.uk/">www.mypab.org.uk/</a>
<b>Deafblind UK</b>	For individuals who are deafblind:  <ul style="list-style-type: none"> <li>• Telephone Support / Welfare check-ins</li> </ul>	0800 132 320 Text: 07950 008870 <a href="mailto:info@deafblind.org.uk">info@deafblind.org.uk</a> <a href="http://www.deafblind.org.uk">www.deafblind.org.uk</a>

# How you can advise people to stay independent, safe and well

## Support for people's mental health and wellbeing

Organisations across Cambridgeshire and Peterborough have come together to launch a 'Now We're Talking' mental health campaign which helps people to find out where they can get mental health support.

### [Now We're Talking](#)

[Keep Your Head](#) is being regularly updated, including details of services accessible online.

**The NHS First Response Service** is still available for those in mental health crisis: **call 111 option 2.**

### Lifecraft

- Lifeline provides listening support and information to someone experiencing mental distress or if you are supporting someone else in distress.
- Lifeline Plus has trained staff who can discuss issues affecting mood and wellbeing, or signpost to other sources of support.

Helplines for adults -  
Lifeline: 0808 808 2121  
2pm-11pm, seven days per week  
Lifeline Plus: 0808 808  
2121, 9am-2pm, Mon-Fri  
[www.lifecraft.org.uk](http://www.lifecraft.org.uk)

### CPSL Mind

- Telephone and video call support
- 1:1 visit support for high-risk clients
- Alternative virtual group support
- Qwell - online Good Life service
- Website information
- The Sanctuary are supporting people over the phone if they are put through by the First Response Service.

0300 303 4363  
[enquiries@cpslmind.org.uk](mailto:enquiries@cpslmind.org.uk)  
[www.cpslmind.org.uk](http://www.cpslmind.org.uk)  
9:30am-5:30pm, Mon-Fri

## Support for people with dementia

The **Alzheimer's Society** have a **Dementia Connect support line** which remains open on **0333 150 3456** every day and have **Talking Point** their online community, where people affected by dementia can receive valuable support: <https://www.alzheimers.org.uk/>

- 1:1 Support
- Telephone Support / Welfare check-ins
- Signposting to local community support
- Dementia resource centre

For Peterborough branch contact:  
Tina Kierman  
01223 813894 ext 3295 M: 0759 0418 531  
[tina.kierman@alzheimers.org.uk](mailto:tina.kierman@alzheimers.org.uk)  
9am-5pm, Mon-Fri

## Support for people affected by drug and alcohol use

The **Aspire Recovery Service** run by **Change Grow Live** provides support to people affected by drug and alcohol use:

<https://www.changegrowlive.org/aspire-recovery-peterborough>

01733 895624 or 0800 111 4354 or e-mail: [peterborough@cgl.org.uk](mailto:peterborough@cgl.org.uk)

## Support with finding out the right health information

**Healthwatch Peterborough** can help people to find the local health services near them:

<https://www.healthwatchpeterborough.co.uk/>

- Information, advice and signposting phone line
- Website information
- Emailing support information

0330 355 1285  
Text: 0752 0635 176  
9am-4pm Mon-Thur  
9am-3:30pm Fri  
[enquiries@healthwatchcambspboro.co.uk](mailto:enquiries@healthwatchcambspboro.co.uk)

# How you can advise people to stay independent, safe and well

## Support for people with money worries

[Citizens Advice Peterborough](#) can help people work out how to manage their debts.

[Making Money Count](#) offers self-help information on money, being online, finding work and renting.

If people are unable to afford to buy food they may be able to access vouchers to get food from the local Foodbank. Also they may be able to be referred to a charity that can help them with basic furniture or clothing.

[Peterborough Foodbank](#)

[Carezone](#) - provides good quality furniture to those in genuine need.

## Support for pet owners

**Wood Green** (the animal charity) are available to provide advice to pet owners during the Covid-19 pandemic.

The Pet Advice section of their website answers many common queries and questions can be submitted online to their Pet Support Team.

<https://woodgreen.org.uk/wood-green-reaction-coronavirus>

<https://woodgreen.org.uk/pet-advice>

For general enquiries:

0300 303 9333 or e-mail: [info@woodgreen.org.uk](mailto:info@woodgreen.org.uk)

## Support for community safety concerns

### Domestic abuse

Anyone experiencing **domestic abuse** can call the National Domestic Abuse Helpline on 0808 2000 247 or contact local specialist services.

- **Refuge** support those living in Huntingdonshire, Fenland and Peterborough. Visit the [Refuge website](#) or call 07787 255 821.

More information on these services and other support for those experiencing domestic abuse can be found on the [Cambridgeshire and Peterborough Domestic Abuse and Sexual Violence Partnership website](#).

### Scams

Information on how to protect people from **scams** can be found here:

[Beware of Coronavirus scams](#)

Information about the **Cambridgeshire and Peterborough Against Scams Partnership** and scam prevention resources can be found here:

[Against Scams Partnership](#)

This information has been produced by Peterborough City Council to be used by staff and volunteers who are having conversations with and are supporting residents during the Covid-19 pandemic response period.

The information is correct at the time of production, 20 May 2020.