

## 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.

### 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 range of services within this guide. In Cambridgeshire Care Network's **Community Navigators** 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 Customer Services 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: <https://www.cambridgeshire.gov.uk/residents/adults/report-abuse-of-a-vulnerable-adult>

Referral Pathways		Contacts
<b>Tier One</b>	<p>This is a direct access pathway to a range of voluntary and community sector support and pages 2-4 of this guide provide further details.</p> <p>Support with navigation of the pathway can be obtained by contacting the local <b>Community Navigators</b> via the contact details provided.</p>	<ul style="list-style-type: none"> <li>• Fenland: 01354 695208</li> <li>• East Cambridgeshire: 01353 659639</li> <li>• Cambridge City: 01223 300460</li> <li>• South Cambridgeshire: 01954 212100</li> <li>• Huntingdonshire: 01480 423065</li> </ul> <p><a href="https://care-network.org.uk/">https://care-network.org.uk/</a></p> <p>Mon-Fri 9am-5pm Sat-Sun 10am-4pm</p>
<b>Tier Two</b>	<p>Access via referral to the council's Customer Services who will pick up the discussion and either signpost, refer to a low level service or refer onwards to Tier Three as appropriate.</p>	<p>Telephone: 0345 045 5202</p> <p>E-mail: <a href="mailto:careinfo@cambridgeshire.gov.uk">careinfo@cambridgeshire.gov.uk</a></p>
<b>Tier Three</b>	<p>Referral to the council's Customer Services who will send on to the Adult Early Help Team.</p>	<p>Telephone: 0345 045 5202</p> <p>E-mail: <a href="mailto:careinfo@cambridgeshire.gov.uk">careinfo@cambridgeshire.gov.uk</a></p>
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>• Referral to the MASH – who will initiate a safeguarding enquiry and/or pass to Adult Early Help if appropriate.</li> </ul>	<p>Telephone: 0345 045 5202</p> <p>Mon-Fri 8am-6pm Sat 9am-1pm Out of hours: 01733 234724</p> <p>E-mail: <a href="mailto:referral.centre-adults@cambridgeshire.gov.uk">referral.centre-adults@cambridgeshire.gov.uk</a></p>

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

The **Guide to Independent Living in Cambridgeshire 2020** provides information and support to help people stay independent, safe and well:

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

The **Cambridgeshire Online Directory of Services** provides listings of services, events, groups, organisations and clubs across the county.

The Directory is being updated daily with the latest information about what is currently available:

[www.cambridgeshire.gov.uk/directory](http://www.cambridgeshire.gov.uk/directory)

## 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](#)

[www.safeandwell.co.uk/cambridgeshire](http://www.safeandwell.co.uk/cambridgeshire) 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.

## 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](#)

[Be Well in Cambridgeshire](#)

## 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 some of the organisations 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> Monday - Friday What if? Plans seven days per week
<b>Making Space</b>	For carers of people with mental health conditions. <ul style="list-style-type: none"> <li>• Telephone Support / Welfare check-ins</li> <li>• Email support</li> </ul>	01480 211 006 <a href="mailto:enquiries@makingspace.co.uk">enquiries@makingspace.co.uk</a> Seven days per week
<b>Centre 33</b>	<ul style="list-style-type: none"> <li>• Telephone Support / Welfare check-ins</li> </ul> Support for young carers up to 18 years old.	0333 4141809 Text/WhatsApp 07514 783745 <a href="mailto:help@centre33.org.uk">help@centre33.org.uk</a> Mon-Fri 12 noon - 4pm

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

## Support for older people and when coming home from hospital

There is dedicated support available for older people and also for when people may need extra help for a short amount of time after leaving hospital whilst they recover.

<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>	<p>0300 666 9860</p> <p><a href="mailto:infoandadvice@ageukcap.org.uk">infoandadvice@ageukcap.org.uk</a></p> <p><a href="http://www.ageukcap.org.uk">www.ageukcap.org.uk</a></p> <p>Seven days per week, 10am-4pm</p>
<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>• Triage into local voluntary sector via Community Navigators</li> <li>• Support for discharge planning</li> </ul>	<p>Rapid Response Service: 01223 714433</p> <p>0330 094 5750</p> <p>Community Navigators:</p> <ul style="list-style-type: none"> <li>• Fenland: 01354 695208</li> <li>• East Cambridgeshire: 01353 659639</li> <li>• Cambridge City: 01223 300460</li> <li>• South Cambridgeshire: 01954 212100</li> <li>• Huntingdonshire: 01480 423065</li> </ul> <p><a href="https://care-network.org.uk/">https://care-network.org.uk/</a></p> <p>Mon-Fri 9am-5pm</p> <p>Sat-Sun 10am-4pm</p>

## 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.

<b>Cambridgeshire Deaf Association</b>	<p>For individuals who are deaf or hard of hearing:</p> <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>	<p>01223 246237; text: 07429 231230</p> <p><a href="mailto:office@cambsdeaf.org">office@cambsdeaf.org</a></p> <p><a href="http://www.cambsdeaf.org">www.cambsdeaf.org</a></p> <p>9.00am - 5.30pm</p>
<b>Cambridgeshire Hearing Help</b>	<p>For individuals who are deaf or hard of hearing:</p> <ul style="list-style-type: none"> <li>• Telephone Support / Welfare check-ins</li> <li>• Hearing aid batteries and maintenance by post</li> </ul>	<p>01223 416141</p> <p><a href="mailto:enquiries@cambridgeshirehearinghelp.org.uk">enquiries@cambridgeshirehearinghelp.org.uk</a></p> <p><a href="http://www.cambridgeshirehearinghelp.org.uk">www.cambridgeshirehearinghelp.org.uk</a></p>
<b>Camsight</b>	<p>For individuals with reduced vision or blindness:</p> <ul style="list-style-type: none"> <li>• Telephone Support / Welfare check-ins</li> </ul>	<p>Cambridge: 01223 420033</p> <p>Wisbech: 01945 660795</p> <p><a href="mailto:info@camsight.org.uk">info@camsight.org.uk</a></p> <p><a href="http://www.camsight.org.uk">www.camsight.org.uk</a></p>
<b>Hunts Society for the Blind</b>	<p>For individuals with reduced vision or blindness:</p> <ul style="list-style-type: none"> <li>• Telephone Support / Welfare check-ins</li> </ul>	<p><a href="http://www.huntsblind.co.uk/">www.huntsblind.co.uk/</a></p>

# 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/>

## Support with finding out the right health information

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

<https://www.healthwatchcambridgeshire.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)

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

The information is correct at the time of production, 13 May 2020.