

## 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 Cambridgeshire Care Network's **Community Navigators** can help to support links into these options.

In addition, **Caring Together** can provide support, 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: [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 2-5 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 775493</li> </ul> <p><a href="https://care-network.org.uk/">https://care-network.org.uk/</a> Mon-Fri 9am-5pm</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 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 E-mail: <a href="mailto:careinfo@cambridgeshire.gov.uk">careinfo@cambridgeshire.gov.uk</a></p>
<b>Safeguarding</b>	<p>Referral to the MASH – who will initiate a safeguarding enquiry and/or pass to Adult Early Help if appropriate.</p>	<p>Telephone: 0345 045 5202 Mon-Fri 8am-6pm Sat 9am-1pm Out of hours: 01733 234724 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** 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.

[Cambridgeshire Handyperson Service](#) – for over 65s and any adult with a disability, delivered by Age UK Cambridgeshire and Peterborough.

## 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>• Breaks</li> <li>• 1:1 Support</li> <li>• Telephone Support</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> <li>• Carers Card</li> <li>• Carers Magazine</li> <li>• Help to access health appointments</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
<b>Making Space</b>	Carer support for people looking after someone with mental illness. <ul style="list-style-type: none"> <li>• 1:1 Support</li> <li>• Telephone Support</li> <li>• Information and signposting</li> </ul>	01480 211006 <a href="mailto:enquiries@makingspace.co.uk">enquiries@makingspace.co.uk</a> <a href="https://makingspace.co.uk/services/centres/cambridgeshire-carer-support">https://makingspace.co.uk/services/centres/cambridgeshire-carer-support</a>
<b>Centre 33</b>	Support for young carers up to 18 years old. <ul style="list-style-type: none"> <li>• Telephone Support</li> <li>• Video calling</li> <li>• Young carers needs assessments</li> </ul>	0333 4141809 Text/WhatsApp 07514 783745 <a href="mailto:youngcarers@centre33.org.uk">youngcarers@centre33.org.uk</a> Mon-Fri 12 noon-5pm Sat 10am-1pm

# 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.

<p><b>Age UK Cambridgeshire and Peterborough</b></p> <p>Focus: Older people and/or hospital discharge support</p>	<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> <li>• Home cleaning</li> <li>• Telephone befriending</li> </ul>	<p>Information and advice line - 0300 666 9860  <a href="mailto:infoandadvice@ageukcap.org.uk">infoandadvice@ageukcap.org.uk</a></p> <p>Hospital discharge support – 01354 691896  <a href="mailto:Hdsupport@ageukcap.org.uk">Hdsupport@ageukcap.org.uk</a>  <a href="https://www.ageuk.org.uk/cambridgeshireandpeterborough/">https://www.ageuk.org.uk/cambridgeshireandpeterborough/</a></p> <p>Seven days per week, 10am-4pm</p>
<p><b>Care Network</b></p> <p>Focus: Anyone aged 18+ who needs support and/or hospital discharge support</p>	<ul style="list-style-type: none"> <li>• 1:1 Support</li> <li>• Telephone support / welfare check-ins</li> <li>• Information on available local support</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>Help at Home - 01223 714433</p> <p>Wellbeing telephone support - 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 775493</li> </ul> <p><a href="https://care-network.org.uk/">https://care-network.org.uk/</a></p> <p>Mon-Fri 9am-5pm</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.

<p><b>Cambridgeshire Deaf Association</b></p>	<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  <a href="mailto:office@camsdeaf.org">office@camsdeaf.org</a>  <a href="http://www.camsdeaf.org">www.camsdeaf.org</a>  9am-5.30pm</p>
<p><b>Cambridgeshire Hearing Help</b></p>	<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 maintenance by appointment only (four locations)</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>  <a href="http://www.cambridgeshirehearinghelp.org.uk">www.cambridgeshirehearinghelp.org.uk</a></p>
<p><b>Camsight</b></p>	<p>For individuals with reduced vision or blindness:</p> <ul style="list-style-type: none"> <li>• Telephone Support</li> <li>• Volunteer ring round service</li> <li>• Volunteer telephone befriending</li> <li>• New mobile unit</li> </ul>	<p>Cambridge:  01223 420033 Mon-Fri  Wisbech: 01945 660795 Mon-Tues  <a href="mailto:info@camsight.org.uk">info@camsight.org.uk</a>  <a href="http://www.camsight.org.uk">www.camsight.org.uk</a></p>
<p><b>Hunts Society for the Blind</b></p>	<p>For individuals with reduced vision or blindness:</p> <ul style="list-style-type: none"> <li>• Telephone Support / Welfare check-ins</li> <li>• Zoom groups/meetings</li> </ul>	<p>01480 453438  <a href="mailto:info@huntsblind.co.uk">info@huntsblind.co.uk</a>  <a href="http://www.huntsblind.co.uk">www.huntsblind.co.uk</a>  Mon-Fri 10am-3pm</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.**

<b>Lifecraft</b>	<ul style="list-style-type: none"> <li>Lifeline provides listening support and information to someone experiencing mental distress or if you are supporting someone else in distress.</li> </ul> <p>Lifecraft is a user-led organisation providing support to people with experience of mental health difficulties.</p> <ul style="list-style-type: none"> <li>Remote counselling sessions for some members</li> <li>Online groups</li> </ul>	<p>Helpline for adults - Lifeline: 0808 808 2121 11am-11pm Mon-Fri 2pm-11pm Sat-Sun</p> <p>Lifecraft: 01223 566957 <a href="http://www.lifecraft.org.uk">www.lifecraft.org.uk</a></p>
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<b>CPSL Mind</b>	<ul style="list-style-type: none"> <li>Telephone and video call support</li> <li>1:1 visit support for high-risk clients</li> <li>Alternative virtual group support</li> <li>Qwell - online Good Life service</li> <li>Website information</li> <li>The Sanctuary are supporting people over the phone if they are put through by the First Response Service.</li> </ul>	<p>0300 303 4363 <a href="mailto:enquiries@cpslmind.org.uk">enquiries@cpslmind.org.uk</a> <a href="http://www.cpslmind.org.uk">www.cpslmind.org.uk</a> 9:30am-5:30pm Mon-Fri</p>
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## 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 **Dementia Talking Point** their online community, where people affected by dementia can receive valuable support:

<https://www.alzheimers.org.uk/>

## Support for people affected by drug and alcohol use

The specialist drug and alcohol service **Change Grow Live** provides support to people affected by drug and alcohol use:

<https://www.changegrowlive.org/drug-alcohol-service-cambridgeshire/cambridge>

0300 555 0101 9.30am-4.30pm Mon-Fri  
[cambridgeshirereferrals@cgl.org.uk](mailto:cambridgeshirereferrals@cgl.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/>

<ul style="list-style-type: none"> <li>Information, advice and signposting phone line</li> <li>Website information</li> <li>E-mailing support information</li> <li>Online Health and Care Forums and other meetings</li> </ul>	<p>0330 355 1285 Text: 0752 0635 176 9am-4pm Mon-Thur 9am-3:30pm Fri <a href="mailto:enquiries@healthwatchcambspbboro.co.uk">enquiries@healthwatchcambspbboro.co.uk</a></p>
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# How you can advise people to stay independent, safe and well

## Support for people with money worries

The **Cambridgeshire Local Assistance Scheme (CLAS)** provides information, advice and practical support for people experiencing financial difficulty and hardship. The practical support can be in the form of recycled goods and supermarket vouchers for food and clothing.

For more information and to apply, or to apply on someone's behalf (referrals), please contact your nearest Citizen Advice Bureau:

[Cambridge City or South Cambridgeshire](#)

[East Cambridgeshire, Fenland and Huntingdonshire](#)

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

## Support for pet owners

**Wood Green** (the animal charity) has adapted its services 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.

- **Cambridge Women's Aid** offers support to those living in Cambridge City, South Cambridgeshire and East Cambridgeshire. Visit the [Cambridge Women's Aid](#) or call 01223 361214.
- **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 Cambridgeshire County 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, updated October 2020.