

Adult Social Services Care



We are responsible for social care services in North Somerset. This includes providing support to elderly people living in their own home, people with disabilities and carers. Social care services are here to support people to live an independent and fulfilling life. There are lots of ways to access support, and we will always work with you to make sure that you receive the level of support that you need.

Who is eligible for help?

When you contact us to find out if you are eligible for support, we will always do an assessment of your situation to find out what your needs are. This is important because our teams support people in a variety of situations, so we need to work with you to make sure you get the right level of support.

Not everyone is eligible for support, and the support that you receive will depend on your circumstances.

When we can help

We can help if you:

- need help to live independently in your own home
- are a carer looking after someone else in their own home
- have a physical disability or difficulty getting around
- have sight, hearing or communications difficulties
- are worried about your own or someone else's mental health
- have a learning disability
- have a long-term medical condition
- are affected by alcohol or drug use
- are living with HIV or AIDS

When we can't help

Limited funding means that we can only arrange services for people that meet our eligibility criteria, but we will always give you advice and information about available services.

What about benefits?

We can help you if you need to claim housing and council tax benefits but we do not deal with any other financial benefits, tax issues or pensions.

If you are working age you will need to contact Job Centre Plus.

Website: www.direct.gov.uk.

Telephone: 0845 604 3719.

Address: Regent House, High Street Weston-super-Mare BS23 1JH telephone:



For more information contact

Care Connect on 01275 888 801 or email care.connect@n-somerset.gov.uk. Find us online at www.n-somerset.gov.uk/careconnect

For information about children's social care Telephone 01934 888 266 or visit our website: www.n-somerset.gov.uk

Council documents can be made available in large print, audio, easy read and other formats. Documents on our website can also be emailed to you as plain text files.

Help is also available for people who require council information in languages other than English.

For more information contact 01275 882 181 or email elly.smith@n-somerset.gov.uk