

# Can we help you?



Supporting people with disabilities

# Working together to meet your needs

We can provide this leaflet in large print, Braille, audio, or in a range of languages. For your personalised version call our information helpline in Stafford on: 01785 276900.

## How we can help

We can offer help and support to enable people with disabilities carry out everyday activities more safely and easily in their own home. We do this by making an assessment and drawing up a plan, which may include:

- Suggesting alternative ways of completing an activity.
- Arranging the loan of special equipment for physical or sensory disability.
- Recommending and arranging funding for minor building adaptations.

- Recommending a Disabled Facilities Grant for major alterations to the layout of your home.
- Advising on building alterations and the purchase of equipment.
- Social Work support and other services such as Homecare, Respite Care or a Day Centre.

We also have specialist workers in the teams who can communicate with people who have a sensory disability.

## What happens when you contact us

When you or someone on your behalf contacts us, the first thing we do is to make an assessment of the kind of help or support needed. This usually takes place in the home of the person who needs support or could be done in hospital before a patient is discharged. Carers can be involved in this too.

You can contact us by phone, letter or by visiting the office covering your area. You can also visit our website at [www.staffordshire.gov.uk](http://www.staffordshire.gov.uk)

A Duty Officer is available at every office to discuss your request and the type of service we may be able to offer.











## When can you expect an assessment?

We help many people and while we try to see people quickly, those in the greatest need are visited first. We will always tell you if there is likely to be a delay.

We welcome your comments and suggestions as part of our commitment to provide a service which meets your needs. If you are not happy with this service, talk to a member of staff.

You may wish to fill in our comments form instead. It's called 'Your views about social care services' and is available at your local social care office and on our website at [www.staffordshire.gov.uk/health/care/comments](http://www.staffordshire.gov.uk/health/care/comments).

## Other leaflets that may be useful:

-  Fair Access to Care Services...what does it mean?
-  'If I've told you once...' Your guide to the single assessment process.
-  Choosing a Residential or Nursing Home
-  Can we help you? - Services for Deaf, Deafened and Hard of hearing people. Blind and partially sighted people. Deaf/Blind people.
-  Leaving Hospital?
-  Do you need help looking after a relative or friend?
-  Reablement
-  Direct Payments for Equipment

# Addresses and telephone numbers of teams

## **Newcastle Access Team**

Newcastle Area Service Office  
The Holborn, Castle Hill Rd  
Newcastle-u-Lyme, ST5 2SX  
Duty Officer Tel: 01782 296005  
Mobile textphone number: 07773 792324  
Minicom: 01782 297415  
Fax No. 01782 296024  
e-mail: [newcastleaccessteam@staffordshire.gov.uk](mailto:newcastleaccessteam@staffordshire.gov.uk)

## **Moorlands Access Team**

County Services Building, Fountain Street  
Leek, ST13 6JR  
Duty Officer Tel: 01538 483112  
Minicom: 01538 483898  
Fax: 01538 483145  
e-mail: [AccessTeamMoorlands@staffordshire.gov.uk](mailto:AccessTeamMoorlands@staffordshire.gov.uk)

## **Stafford Access Team**

Corporation Street  
Stafford ST16 3LX  
Duty Officer Tel: 01785 276969  
Mobile textphone number: 07773 792323  
Minicom: 01785 276918  
Fax: 01785 276928  
e-mail: [staffordadults.socialservices@staffordshire.gov.uk](mailto:staffordadults.socialservices@staffordshire.gov.uk)

## **East Staffs Access Team**

Unit 4, Anglesey House,  
Anglesey Road, Burton on Trent, DE14 3NP  
Tel: 01283 239888  
Minicom: 01283 233471  
email: [accessteameaststaffs@staffordshire.gov.uk](mailto:accessteameaststaffs@staffordshire.gov.uk)

### **Cannock Access Team**

Cannock ASO, Ivy House,  
202 Wolverhampton Road, Cannock WS11 1AT,  
Duty Officer Tel: 01543 510300,  
Fax: 01543 510350.  
e-mail: accessteamcannock@staffordshire.gov.uk  
Minicom: 01543 510357  
Mobile Textphone number: 07773 792325

### **South Staffordshire Access Team**

Histons Hill  
Codsall WV8 1AA  
Duty Officer Tel: 01902 434000  
Minicom: 01543 512366  
Mobile textphone number: 07773 792326  
Fax: 01902 434034  
e-mail: accessteamsouthstaffordshire@staffordshire.gov.uk

### **Lichfield Access Team**

Lombard Court, Lombard Street  
Lichfield, Staffordshire, WS13 6DP  
Duty Officer Tel: 01543 510800  
Fax: 01543 510827  
Minicom: 01543 510849  
e-mail: accessteamlichfield@staffordshire.gov.uk

### **Tamworth Access Team**

Tamworth Area Service Office  
Marmion House, Lichfield Street  
Tamworth, Staffs. B79 6BZ  
Duty Officer Tel: 01827 475506  
Minicom: 01827 475510  
Mobile textphone number: 07976 191448  
Fax: 01827 475515  
e-mail: AccessTeamTamworth@staffordshire.gov.uk

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Corporate member of  
Plain English Campaign.  
Committed to clearer communication.

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