

## How Can I get Help? First Contact

If you think that you may need help from Adult Care, Housing and Public Health (formerly Neighbourhoods and Adult Services) you can ask for advice or a care assessment by contacting **First Contact**

You are entitled to a care assessment no matter what your ability is to pay for any care that you may get.

First Contact  
Telephone – (01709) 822 330  
8.30 a.m. to 5.30 p.m. Monday to Friday email -  
[singlepointofaccess@rotherham.gov.uk](mailto:singlepointofaccess@rotherham.gov.uk)

**You can ask for a care assessment for yourself or for someone else. Another person can also ask for a care assessment for you. We would expect them to let you know that they are going to do this unless there is a reason why this is not possible.**

It does not cost anything to have a care assessment.

**Family and friends who provide support (we refer to these people as carers) can also ask for help and information for themselves.**

### **What happens when I contact 'First Contact'?**

When you contact '**First Contact**' we will ask you for some personal details. We will also ask you for some information about daily-living

such as how you manage with your personal care, household tasks, your health, your mobility and your emotional and social needs.

### **What happens next?**

We will use this information to make an initial assessment, of what services we may be able to give to you.

We may offer you advice about other services or organisations which may be able to assist you.

We will always offer you a care assessment.

### **What happens if I am going to receive a care assessment?**

If we decide that you need to have a care assessment or you choose to have one we will get in touch with you within 48 hours to plan your care assessment with you.

In some cases we will contact you sooner if it is urgent or if you are at serious risk of harm. In these cases we would normally start your care assessment straight away.