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1. Introduction to adult social care fact sheet

Last Modified October 25, 2024



Adult social care works with people (aged 18+) and their carers to provide a wide range of support. Our overall aim is to help you to stay as independent as possible.

Getting to know you

Our first step will be to have a conversation with you, to find out what is important to you, and how we can help. We can provide advice and information and will work with you to ensure you are connected with the right support and services you need. There is no charge for this service.

You can invite a family member, friend or advocate to be with you if you wish to be part of this conversation.

Short-term support

If you need urgent help we can arrange some short term support. During this time, we will work closely with you to support you through this period until things improve and become more stable.

We will work with you to decide how best to support you. Your allocated worker will keep in regular contact throughout this time.

Longer-term support

After we have got to know you well and we have explored the support options available to you in the local community, we may agree together that you require longer-term support from adult social care. We will work with you to plan what this would look like for you.

We will explore the areas you may need assistance with as defined in The Care Act 2014, and consider how these impact your life. If you need care and support, we will work out a budget together to help you decide what your care and support would look like for you.

We can arrange services for you or, you can choose to spend your budget to buy something different from the traditional care we would normally provide. For example, you could employ carers of your choice. If you choose to use your budget to buy something different or, organise your own care, we will arrange a discussion with our direct payments team who will explain how your budget will be paid and managed.

Paying for your support

Charges apply for most care services provided by adult social care. You may be able to get some help to pay these.

Some people pay a reduced amount or don't have to pay anything at all. We will discuss the financial assessment process with you and ask you to complete an application for reduction in care charges with details of your savings, income and expenses.

Support for carers

If you care for someone, you can ask us for help. We will arrange to meet with you to discuss what help you might need and explore what kind of support is available to you.

What happens if things change?

You should tell us as soon as possible if your needs or circumstances change and we will arrange to contact you to discuss these changes and amend the level of support you receive, or cancel your care if you no longer require it.

We aim to contact you at least every 12 months to discuss how you are, what is working, anything that is not working or any changes in your circumstances.

Sharing your information

We will record information about you such as your name, address, date of birth, next of kin and details about your income, expenditure, savings and capital plus details of your circumstances gathered during our conversations. We will keep your information safe and secure. We may need to share information about you with others involved in organising or delivering your support, such as care agencies, advocates, health professionals or other Council departments. You should let us know if you do not want us to do this.

Contact us

- Adult social care (Adults 18+) Telephone: 01253 477800
- Mental Health Telephone: 01253 477770

Need more information?

You can request a copy of any of the fact sheets listed below from your social worker or contact 01253 477800.

1. Introduction to adult social care
2. [Care at home](#)
3. [Residential and nursing care](#)
4. [Reablement services](#)
5. [Personal budgets and direct payments](#)
6. [Discharge to assess](#)
7. [Carer support and respite services](#)
8. Deferred payment scheme
9. [Financial advice and information](#)
10. [Making a decision about your property](#)
11. [Making financial decisions for someone who lacks capacity](#)
12. [Money management service](#)
13. [Safeguarding](#)

How did we do?

We aim to deliver an excellent service. However, if you are unhappy about the service you have received or the way you have been treated you can make a complaint. You can do this in writing or by speaking to a member of staff:

Customer relations team

Adult Services

Blackpool Council

PO Box 4

Blackpool

FY1 1NA

Telephone: 01253 477700

Email: customerrelations@blackpool.gov.uk

To ensure services provided by the council are accessible, information is available upon request in a variety of formats. Please let us know if you need an alternative format.

Additional information

Blackpool Council

Municipal Buildings
Corporation Street
Blackpool
FY1 1NF

Information and help

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