

Adult Social CarePoint at Newcastle City Council

Adult Social CarePoint at Newcastle City Council give information and support to adults in Newcastle who are struggling at home with day to day activities. For example, community activities, moving around your home, eating, washing or caring for someone.

Call for a chat, email them or [fill in their online form](#). They will listen and talk to you about your situation. They can signpost you to local services and help to arrange support to meet your needs. This can include:

- [support for carers](#)
- help to live at home for longer such as [cleaning](#), [laundry](#) or [food help](#)
- [home care](#) to help you live independently in at home
- [short term reablement and rehabilitation services](#) For example, physiotherapy
- [home adaptations, equipment or aids](#) to make life easier
- support for [people with a learning disability or autistic people](#)
- a [Needs Assessment](#) to find out what support is available to you
- crisis support
- protecting adults from [abuse or neglect](#)
- [moving from Children's Social Care to Adult Social Care](#)
- [Ostara](#) personal alarm 24 hour service

[Read more about Adult Social Care at Newcastle City Council](#)

Are you worried about the safety of an adult? If someone's life is in danger call [999](#)

You can talk to them about your concerns and make a [safeguarding referral](#).

[Read more about abuse or neglect](#)

Last updated: July 30, 2025

Telephone: 0191 278 7878

Telephone note: Ask for Adult Social CarePoint

Telephone 2: 0191 278 8156

Telephone 2 note: Safeguarding information and advice for professionals

Website: <http://www.newcastle.gov.uk/AdultSocialCare>

Mobile: 0796 847 4891

Email: ASCP@newcastle.gov.uk

Website 2: www.newcastle.gov.uk/ContactAdultSocialCareForm

Opening Hours: Adult Social CarePoint open, Monday to Friday 8am to 5pm

In an emergency, after 5pm and 24 hours a day at weekends. Phone and ask for the Emergency Duty Team

Address:

Adult Social CarePoint Newcastle City Council
2nd Floor Westgate Community Complex
West Road
Newcastle upon Tyne
NE4 9LU

Related Articles

[Home care](#)

[Home adaptations, equipment and aids](#)

[Meals at home](#)

[Day centres and services](#)

[Looking after someone](#)

[Falls prevention](#)

[Needs Assessment with Adult Social Care](#)

[Financial Assessments with Adult Social Care](#)

[How to make a complaint about Adult Social Care services](#)

[Emergency funds and crisis support](#)

[Blue Badge Scheme](#)

[Community transport or minibus services](#)

[Arthritis](#)

[Parkinson's Disease](#)

[Mental health emergency or crisis services](#)

[Deaf and hard of hearing](#)

[Sight Loss and Visual Impairments](#)

[Direct Payments from Adult Social Care](#)

[Adult abuse](#)

[Learning disability local support services](#)

[Personal budgets for care and support](#)

[Paying for Adult Social Care](#)

[Choosing a care home](#)

[Making your home safer](#)

[How to pay for adaptations to your home](#)

[Having problems with home maintenance?](#)

[When collecting clutter or hoarding can become a problem](#)

[Carers assessments with Adult Social Care](#)

[Introduction to Adult Social Care](#)

[Dementia](#)

[Leaving hospital](#)

[Domestic abuse](#)

[Chronic pain](#)

[Hate crime](#)

[Mental Health](#)

[British Sign Language and subtitles](#)

[Useful equipment to help you manage at home](#)

[Christmas and New Year holiday opening times for support services](#)

[Cleaning services](#)

[Laundry services](#)

[Autism and local support services](#)

[Moving from Childrens to Adults Social Care](#)

[Making decisions and your mental capacity](#)

Support for Asylum Seekers and Refugees