Information NOW
Information for people in Newcastle upon Tyne

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