

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 <u>fill in their online form.</u> 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 <u>abuse or neglect</u>
- 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

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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
<u>Dementia</u>
Leaving hospital
Domestic abuse
Chronic pain
Hate crime
Mental Health
British Sign Language and subtitles
Useful equipment to help you manage at home
Christmas 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

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