

## Getting Adult Social Care Services in Kingston

### ***Who can get a service?***

Kingston provides a range of services to help vulnerable adults who have, or are soon likely to have, '**Critical**' or '**Substantial**' support needs to live independently, safe and well. These needs include situations where:

- You are being abused or likely to be abused or neglected
- Your health is poor resulting in the need for medical care
- You cannot manage your own personal care
- You cannot make important decisions for yourself
- Your work or education is or is likely to be disrupted
- The people who support you can no longer care for you
- You cannot carry out normal parenting or family responsibilities

The leaflet called '**Helping adults keep safe and independent**' explains more about this (see publications contact below).

### ***How do I contact Kingston's social care services?***

To have your needs assessed, contact the appropriate team:

- **Disabled adults** (under 65) (including long term health conditions and HIV/Aids):  
020 8547 6364
- **Older people:**  
Kingston: 020 8547 6012 New Malden: 020 8547 6049  
Surbiton: 020 8547 6845/ 6850  
Mental health (65 or over): 020 8390 0102
- **Sensory impairment** (hearing and sight loss): 020 8547 6600
- **Mental health (under 65):**  
Kingston: 020 8547 6057 New Malden: 020 8336 2848  
Surbiton: 020 8390 8161 Chessington: 020 8296 1361
- **Learning disability:** 020 8547 6558
- **Drug and alcohol problems:** 020 8336 8911

### ***What about equipment and adaptations?***

- Occupational Therapy duty line on 020 8547 6621  
or email [otirt.team@rbk.kingston.gov.uk](mailto:otirt.team@rbk.kingston.gov.uk)
- For small items of equipment, use the online self-assessment tool at  
[www.kingston.gov.uk/selfassessment](http://www.kingston.gov.uk/selfassessment)
- For help with self-assessment, contact:  
Age Concern First Contact Helpline: 020 8408 8170

### ***Will I have to pay for help?***

There are charges for some services, dependant on your ability to pay. There is no charge for assessments.

### ***How can I find out more?***

- Community Care Services webpages: [www.kingston.gov.uk/communitycareservices](http://www.kingston.gov.uk/communitycareservices)
- Community Care Services publications: call 020 8547 6123  
or see [www.kingston.gov.uk/our\\_publications](http://www.kingston.gov.uk/our_publications)

'Stay Independent' factsheets are produced by a partnership of statutory and voluntary sector organisations providing information and advice for disabled and older people in Kingston.  
For latest version see [www.kingston.gov.uk/stayindependentfactsheets](http://www.kingston.gov.uk/stayindependentfactsheets)