Help to manage at home

Where to get help when everyday things are getting harder: assessments, help at home, equipment, alarms and money, with local help in Cheshire

For adults who are finding everyday things harder at home, and their family and friends. This edition adds a list of local help in Cheshire.

You do not have to wait for a crisis. If washing, dressing, cooking, getting about or staying safe at home is getting harder, you can ask for help now. This guide is general information. It is not advice about your own situation.

Ask your council for a free needs assessment

- Anyone can ask for one, for themselves or for someone they know. It is free. Contact adult social services at your local council, by phone or online.
- Someone from the council, such as a social worker or occupational therapist, looks at how you manage everyday things like washing, dressing and cooking. It can be at home, by phone or online.
- Tell them about everything you find hard, even small things. If you leave things out, you may be offered less help.
- It can help to have a friend or relative with you.
- If you do not qualify for help, the council should still give you free advice about support in your area.

- If you disagree with the result, you can complain to the council.

Help that may follow

- Equipment, such as a walking frame or a personal alarm.
- Changes to your home, such as grab rails or a walk-in shower.
- Paid carers who visit you at home.
- Day centres and lunch clubs.
- Equipment and small changes to your home are free if you are assessed as needing them.
- You will usually be asked to pay towards the cost of care. A financial assessment works out whether the council will help pay.

Equipment and changes to your home

- Small things can make a big difference: a raised toilet seat, a non-slip mat in the bath or shower, a grab rail by the bed, or a kettle holder for easier pouring.
- Ask the council for a home assessment. An occupational therapist visits and watches what you find hard. It is free.
- The council should pay for each adaptation that costs less than £1,000, such as grab rails or a small ramp.
- For bigger work, such as a stairlift, a level-access shower or wider doors, you may be able to get a Disabled Facilities Grant from your council. It does not affect your benefits.
- You can often hire equipment first, to see if it suits you before you buy it.

Personal alarms and key safes

- A personal alarm lets you get help if you fall or have a problem at home. You wear it on your wrist or round your neck.
- Some are linked to a monitoring service that answers 24 hours a day. Some have fall detectors.
- A key safe is a small locked box on an outside wall that holds a key. Family, carers or the emergency services can open it with a code if you cannot get to the door.
- Costs vary. Monitored alarms usually have a set-up charge and then a monthly charge. Ask adult social services what your council offers.

Money help

- If you are over State Pension age and need help looking after yourself because of an illness or disability, you may be able to get Attendance Allowance. You do not need to have a carer to claim. Check on GOV.UK. In Scotland it is called Pension Age Disability Payment.
- Getting Attendance Allowance may mean you can also get extra Pension Credit, Housing Benefit or Council Tax Reduction.
- If someone cares for you for at least 35 hours a week, they may be able to get Carer's Allowance.

Staying safe and keeping in touch

- Keep floors clear of clutter, loose wires and rugs. Use a non-slip mat in the bath or shower.
- If you think a medicine is affecting your balance, speak to your GP or pharmacist.

- Activities that improve strength and balance, done at least twice a week, help prevent falls. Our free sheet of simple exercises is at mobilephysiotherapist.co.uk/balance-exercises.
- If you feel lonely, keep in touch by phone or video call, or join a local group or class.
- Ask your GP about social prescribing. A link worker can help you find local support and activities.
- Age UK, The Silver Line and Re-engage offer support and befriending.

Get help quickly

- If you need help urgently, but it is not an emergency, call NHS 111.
- If you or someone else needs help right now, call 999.

If you fall and cannot get up, or may have hurt your head, neck, back or hip, call 999.

More free guides

Looking after someone? Our free guide for carers: mobilephysiotherapist.co.uk/carers-guide/cheshire. Coming home from hospital? Our free hospital checklist: mobilephysiotherapist.co.uk/after-hospital-checklist/cheshire.

Local help in Cheshire

Cheshire has two councils: Cheshire East, and Cheshire West and Chester. Some services are only for one of them, and each line says which. Stand Strong falls classes are Cheshire East only. Snow Angels home from hospital help is Cheshire West and Chester only. Warrington, Halton and Wirral have their own services.

Cheshire East Council adult social care. For people who live in Cheshire East. Advice about care at home and how to ask for an assessment. Call 0300 123 5010. Out of hours, for social care emergencies: 0300 123 5022. cheshireeast.gov.uk/livewell

Cheshire West and Chester Council adult social care. For people who live in Cheshire West and Chester. Call the Community Access Team on 0300 123 7034, Monday to Thursday 8.30am to 5pm, Friday 8.30am to 4.30pm. Out of hours, for emergencies: 01244 977277. cheshirewestandchester.gov.uk

Short-term help to get back on your feet. Both councils have a reablement service that helps you do things for yourself again, for up to six weeks. A health or social care worker must assess you first. In Cheshire East it is free, and the hospital discharge team looks at what help you need before you go home.

Equipment. Both councils can lend equipment, such as a shower chair or a raised toilet seat, after an assessment by an occupational therapist. Ask adult social care.

Falls. Cheshire East: Stand Strong is a free 26-week strength and balance course for people aged 65 or over who have fallen or find walking or balance hard. Call One You Cheshire East on 0300 123 5026. Cheshire West and Chester: the council points you to the Steady On Your Feet website. If you are falling at

home, ask your GP about the falls team. oneyoucheshireeast.org/stand-strong

Personal alarms. An alarm or falls sensor that calls for help. Cheshire East: Livity Life 0800 130 0011, or ask adult social care. Cheshire West and Chester: ask the Community Access Team. You may have to pay.

Help for carers. Cheshire East Carers Hub 0300 303 0208. Cheshire West and Chester: Better Together 0300 102 0008. cheshireeastcarershub.co.uk

Home fire safety check. Cheshire Fire and Rescue Service asks you to read its Safe and Well booklet first. If you still want a visit, fill in the home fire safety check form on its website. General enquiries 01606 868700. cheshirefire.gov.uk

Age UK Cheshire. Free information and advice for older people across Cheshire, and their families and carers. Monday to Friday, 9am to 1pm. **01606 305001** · ageuk.org.uk/cheshire

Healthwatch Cheshire. Tell them about your care, read their advice guides, or get help making a complaint. Cheshire East and Cheshire West share one number. **0300 323 0006** · healthwatchcheshireeast.org.uk

Local contacts checked 2 November 2026. Services can change, so check before you rely on one.

General information, not advice about your own situation. Prepared by Mobile Physiotherapist UK from NHS and GOV.UK guidance. Sources checked 2 November 2026. Free to print, copy and share. Local contacts checked 2 November 2026.