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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 East Riding of Yorkshire

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

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/east-riding-of-yorkshire. Coming home from hospital? Our free hospital checklist: mobilephysiotherapist.co.uk/after-hospital-checklist/east-riding-of-yorkshire.

Local help in East Riding of Yorkshire

This area has two councils. East Riding of Yorkshire Council covers the East Riding, including Beverley, Bridlington, Goole and Driffield. Hull City Council covers the city of Hull. Each line says which area it is for. Some NHS and charity services cover both.

East Riding of Yorkshire Council adult social care. For people in the East Riding, outside Hull. Call adult social care on 01482 393939, or ask for help online. Out of hours, for emergencies, call the Emergency Duty Team on 01377 241273. eastriding.gov.uk/adult-social-care

Hull City Council adult social care. For people in Hull. Ask for help online through Live Well Hull, or call the council on 01482 300 300, Monday to Saturday 9am to 5pm (Wednesday from 10.30am). Out of hours, if an adult is at risk, call 01482 300 304. livewellhull.org.uk

Equipment. Equipment is lent after an assessment. To ask for one, call the East Riding council on 01482 393939, or Hull City Council on 01482 300 300. Medequip runs the equipment loan service for both areas. When you no longer need it, call Medequip on 01482 249057 for a free collection. The line is open 8am to 8pm, every day.

Falls. The NHS Falls Service (run by CHCP) is for adults with a Hull or East Riding GP who have had a fall in the last 6 months. Pocklington patients are not covered. You can refer yourself on 01482 247111. In Hull, Age UK Hull and East Yorkshire offers free falls prevention home visits and a four-week falls programme. Call 01482 324644.

Personal alarms. A button you wear and press for help. East Riding: the council's Lifeline service has someone ready to

answer at any time. There is a monthly charge. Call 01482 396040 for a free assessment by phone. Hull: the council's Lifeline is answered 24 hours a day. There is a weekly charge, but no charge to fit it. Call 01482 614 300.

Help for carers. East Riding: the Carers Support Service can arrange a carer's assessment and give advice. Call freephone 0800 917 6844, Monday to Thursday 9.30am to 4.30pm, Friday 9.30am to 4pm. You can also drop in at County Hall, Beverley. Hull: the Carers Information and Support Service can arrange a carer's assessment and a Carer Card, which costs nothing. Call 01482 222 220, Monday to Friday 9am to 5pm.

Home Fire Safety Visit. A home visit from Humberside Fire and Rescue Service to help you stay safe from fire. Ask for a visit online. They see the people most at risk first. humbersidefire.gov.uk

Age UK Hull and East Yorkshire. Help and advice for older people in Hull and the East Riding. Phone Monday to Thursday 9am to 3.45pm, Friday 9am to 2.45pm. **01482 324644** · ageuk.org.uk/hulleastyorkshire

Citizens Advice Hull and East Riding. Free advice on money, benefits and other problems. Call the adviceline Monday to Friday, 9am to 5pm. **0808 278 7981** · hullandeastridingcab.org.uk

Healthwatch. Tell them about your health or care, good or bad, to help services improve. Healthwatch East Riding of Yorkshire: 01482 665684. Healthwatch Hull: 01482 595505. Both are open Monday to Friday, 9am to 4pm.

Local contacts checked 16 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

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