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 Gloucestershire

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

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/gloucestershire.
Coming home from hospital? Our free hospital checklist: mobilephysiotherapist.co.uk/after-hospital-checklist/gloucestershire.

Local help in Gloucestershire

Gloucestershire County Council runs adult social care for all six districts. Personal alarms are run by each district council. South Gloucestershire has its own services.

Gloucestershire County Council adult social care. Advice about care at home and how to ask for an assessment. Call the Adult Social Care Helpdesk, Monday to Friday, 8am to 5pm. Out of hours, for emergencies only: 01452 614 194. **01452 426 868** · gloucestershire.gov.uk/adult-social-care

Reablement: short-term help to get back on your feet. Help at home to get your strength and confidence back after a hospital stay. It is free and usually lasts one to six weeks. Visits are 7 days a week, 8am to 10pm. To ask for it, call the Adult Social Care Helpdesk. **01452 426 868**

Gloucestershire Equipment Loan Service (GELS). Lends equipment such as walking frames, shower chairs and beds, free of charge, after a health worker assesses you. Call GELS about a delivery or to collect things you no longer need. Monday to Friday, 8.30am to 4.30pm. **01452 520438**

Falls Assessment and Education Service. NHS help to improve balance and strength if you have fallen or feel unsteady. If you have fallen two or more times in 6 months, you may be able to see a falls physiotherapist. Monday to Friday, 8am to 5pm. Email ghc.falls@nhs.net. **0300 421 6241** · ghc.nhs.uk/our-teams-and-services/falls

Personal alarms. Ask your district council. Cheltenham Lifeline 01242 264393. Cotswold Careline 01594 812505. Forest Linkline (Forest of Dean) 01594 810000. Stroud Careline 01453 766321. In Tewkesbury, call Bromford on 01684 272 727. There is a charge in Cheltenham, Cotswold and Stroud.

Telecare from the county council. For people who cannot call for help themselves in an emergency. Ask the Adult Social Care Helpdesk about a telecare assessment. **01452 426 868** · gloucestershire.gov.uk/telecare

Gloucestershire Carers Hub. Support for anyone looking after someone, including a free Carer's Assessment. Monday, Wednesday and Friday 9am to 5pm. Tuesday and Thursday 8am to 8pm. **0300 111 9000** · gloucestershirecarershub.co.uk

Home Fire Safety Visit. Gloucestershire Fire and Rescue Service can visit to give fire safety advice. They also look out for things like a risk of falls and a cold home. They will never charge for the visit. **0800 180 4140** · gloucestershire.gov.uk/glosfire

Age UK Gloucestershire. Advice and support for older people, their families and carers. Call the Help Team, Monday to Friday 9am to 1pm, and leave a message. They aim to call back within 10 working days. **01452 422 660** · ageuk.org.uk/gloucestershire

Healthwatch Gloucestershire. Help finding local support, and a place to share your views about health and care services. Monday to Friday, 9am to 5pm. **0800 652 5193** · healthwatchgloucestershire.co.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.