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 Lancashire

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

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

Local help in Lancashire

Lancashire has three councils for social care. Lancashire County Council covers most of the county, including Preston, Lancaster, Burnley and Chorley. Blackpool and Blackburn with Darwen each have their own council. Each line says which area it is for.

Lancashire County Council adult social care. For people in Lancashire outside Blackpool and Blackburn with Darwen. Call 0300 123 6720, or ask for help online. Out of hours, for emergencies: 0300 123 6722. lancashire.gov.uk/adult-social-care

Blackpool Council adult social care. For people in Blackpool. Call 01253 477800, Monday to Thursday 9am to 5pm, Friday 9am to 4.30pm. Out of hours, if you need help urgently: 01253 477678. blackpool.gov.uk

Blackburn with Darwen Council adult social care. For people in Blackburn with Darwen. Call 01254 587547, or ask for help online. Use the same number out of hours for urgent concerns. blackburn.gov.uk/adults-and-health

Short-term help to get back on your feet. Each council can help you do things for yourself again after a hospital stay. This is called reablement. Ask the ward staff before you leave. Blackpool: there is no charge, for up to six weeks. Reablement team 01253 477586. Blackburn with Darwen: the hospital refers you, and the team visits you at home. Lancashire County Council area: you may be offered a mobile alarm, free for up to six weeks.

Equipment. Lancashire County Council area: after an assessment you may get an equipment prescription to use at a local shop. Call 0300 123 6720. Wheelchairs, hospital beds and walking aids come from the NHS. Blackpool: ask your GP or

adult social care for an occupational therapist visit. Blackburn with Darwen: call 01254 587547 and ask for independent living. Equipment is lent free of charge. For repairs or returns, call Medequip on 01772 286 573.

Personal alarms. A button you wear to call for help, 24 hours a day. Lancashire County Council area: Technology Enabled Care, run by Progress Lifeline, 03333 204 999. Blackpool: Vitaline, 01253 477678. There is a charge for both. Blackburn with Darwen: the council can give advice on alarms, 01254 587547.

Falls. If you fall but are not hurt, the alarm services in the Lancashire County Council area and in Blackpool have a falls lifting service to help you up. In Blackpool, Vitaline also calls you after a fall to check you are well. If a fall came after a dizzy spell or blacking out, see your GP.

Help for carers. Lancashire County Council area: Lancashire Carers Service, 0345 688 7113. Press 2 for North, West or Central Lancashire, or 1 for East Lancashire. Blackpool: Blackpool Carers Centre, 01253 393748, Monday to Friday 8am to 6pm. Blackburn with Darwen: Carers Service, 01254 688440, Monday to Friday 9am to 9pm. You can also ask your council for a carer's assessment.

Home fire safety check. Lancashire Fire and Rescue Service covers all three council areas. Fill in the home fire safety check online. If you are at higher risk of fire, they will arrange a visit. If you have problems with the form, call 0800 169 1125, Monday to Friday 9am to 4pm. lancsfirerescue.org.uk/contact/home-fire-safety-check

Age UK. Age UK Lancashire: information and advice, 0300 303 1234, option 1. Age UK Blackburn with Darwen: free advice and information, 01254 266620, Monday to Friday 9am to 4.30pm (closed 12.30pm to 1.15pm).

Healthwatch. A place to tell someone about your health and care services. Lancashire County Council area: Healthwatch Lancashire, 01524 239100. Blackpool: 0300 32 32 100, option 1. Blackburn with Darwen: 01254 480002.

Local contacts checked 9 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 9 November 2026.