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 Shropshire

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

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

Local help in Shropshire

Shropshire has two councils. Shropshire Council covers most of the county, including Shrewsbury, Oswestry and Ludlow. Telford and Wrekin Council covers Telford, Wellington and Newport. Each line says which area it is for. Some NHS and charity services cover both.

Shropshire Council adult social care. For people in the Shropshire Council area. Call First Point of Contact on 0345 678 9044, Monday to Thursday 8.45am to 5pm, Friday 8.45am to 4pm. Out of hours, for emergencies only, call 0345 678 9040 and choose option 1. shropshire.gov.uk

Telford and Wrekin Council adult social care. For people in the Telford and Wrekin Council area. Call Family Connect on 01952 385385 and choose option 2, Monday to Friday 9am to 5pm. You can also email familyconnect@telford.gov.uk or ask online. telford.gov.uk

Equipment. Equipment is lent after an assessment, often by an occupational therapist. Shropshire Council area: call 0345 678 9044. Call the same number to give equipment back. Telford and Wrekin Council area: call Family Connect on 01952 385385, option 2. Small changes such as grab rails are at no cost to you. To give equipment back, call Medequip on 0333 091 7769, Monday to Friday 8am to 6pm.

Falls. Shropshire Council area: Elevate strength and balance classes are for people aged 60 or over who feel unsteady or worried about falling. The course runs for 20 weeks. Refer yourself online at energizestw.org.uk, or call Energize on 01743 297191. Telford and Wrekin Council area: the NHS Falls Therapy Service can assess you if you have fallen, or are worried about falling.

Personal alarms. A button you wear and press for help, 24 hours a day. Shropshire Council area: ask for an assessment on 0345 678 9044. There is a charge. Telford and Wrekin Council area: if you get a means-tested benefit, ask Family Connect on 01952 385385, option 2. There is a weekly charge. Both councils' web pages list other alarm companies.

Help for carers. Shropshire Council area: call the Shropshire Carer Support team on 01743 341995. There is no cost for a carer's assessment. Telford and Wrekin Council area: the All Age Carers Centre gives free advice and support. Call 01952 240209, Monday to Friday 9am to 4.30pm. If you suddenly cannot care, the council's Emergency Response Service can give free cover at home for up to five days. In office hours, call Family Connect on 01952 385385, option 2.

Safe and Well Visit. A free home visit from Shropshire Fire and Rescue Service. They test your smoke alarms and help you plan how to get out in a fire. You may get free smoke alarms if you are over 75, have a disability or a long-term illness, or cannot fit them yourself. There is also a free online check. Find out how to book on the fire service website. shropshirefire.gov.uk

Age UK Shropshire Telford and Wrekin. Free information and advice for older people, their families and carers. It covers money, care and much more. Phone Monday to Friday, 9am to 4pm. **01743 233 123** · ageuk.org.uk/shropshireandtelford

Citizens Advice. Help with money, benefits and other problems. Shropshire Council area: call the free Adviceline on 0808 278 7894, Monday, Tuesday, Thursday and Friday, 10am to 4pm. Telford and Wrekin Council area: call freephone 0808 278 7988, Monday to Friday 9am to 4.30pm.

Healthwatch. Tell them about your health or care, good or bad, to help services improve. Healthwatch Shropshire:

01743 237884, Monday to Thursday 8.45am to 5pm. Healthwatch Telford and Wrekin: 01952 739540, Monday to Friday 9am to 5pm.

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 November 2026. Free to print, copy and share. Local contacts checked 16 November 2026.