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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 Warwickshire

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

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

Local help in Warwickshire

These services are for people who live in Warwickshire. This includes North Warwickshire, Nuneaton and Bedworth, Rugby, Warwick, Leamington Spa, Kenilworth and Stratford-on-Avon. Warwickshire County Council runs adult social care for the whole county. Coventry has its own council and is not covered here. Some NHS and charity services also cover Coventry.

Warwickshire County Council adult social care. Call 01926 359190, Monday to Thursday 9am to 5pm, Friday 9am to 4.30pm. You can also ask for help with the online form. Out of hours, for emergencies that cannot wait, call 01926 886922. warwickshire.gov.uk/adultsocialcare

Equipment. Equipment is lent free of charge after an assessment. Ask adult social care on 01926 359190. Medequip delivers and repairs the equipment. Call Medequip on 024 7685 8453 for repairs. When you no longer need it, call the same number for a free collection. You can also take it to the Medequip depot in Binley, 8am to 5pm, Monday to Saturday. warwickshire.gov.uk/homeequipment

Falls. If you have had a fall, or feel unsteady, tell your GP. They can refer you for NHS help. The council's Healthy ageing web pages have gentle exercise videos you can follow at home. A Safe and Well visit from the fire service also gives advice on preventing slips, trips and falls. warwickshire.gov.uk/falls-prevention

Personal alarms. A Lifeline alarm lets you press a button to get help, 24 hours a day. Warwick District Council runs a Lifeline service you can rent. There is a charge. Call 0300 303 5573. Rugby Borough Council also runs a Lifeline service. Call 01788 579706. If adult social care sets up an alarm for you, you may be asked to pay towards it.

Help for carers. Caring Together Warwickshire supports unpaid carers of all ages. It can arrange a free carer's assessment. Call free on 0800 197 5544. Open Monday, Wednesday and Friday 9am to 5pm, Tuesday and Thursday 9am to 8pm, and Saturday 9am to 2pm. caringtogetherwarwickshire.org.uk

Safe and Well visit. A free visit from Warwickshire Fire and Rescue Service. They give fire safety advice, check your smoke alarms, and fit new ones if needed. They also give advice on preventing falls. Call or ask online. **01926 466282** · warwickshire.gov.uk/safeandwell

Age UK Coventry and Warwickshire. Free information and advice for anyone over 50, and for their family and carers. This includes help at home, care, and aids and adaptations. Lines open Monday to Friday, 9.30am to 3.30pm. **024 7623 1999** · ageuk.org.uk/coventryandwarwickshire

Citizens Advice. Free advice on money, benefits and other problems. All Citizens Advice offices in Warwickshire share one freephone Adviceline. It is open Monday to Friday. **0808 250 5715**

Healthwatch Warwickshire. Independent help finding health and care services. Tell them about your health or care, good or bad, to help services improve. **01926 422823** · healthwatchwarwickshire.co.uk

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.