

This is a free, independent and confidential service. It can be used to obtain advice for anyone over 18 years of age living in the county of Leicestershire.

This service provides advice and information about adult social care and support services. We aim to support people in maintaining maximum choice and control in their lives.

Who do Social Care Services support?

Social Care Services support people who need help because of:

- Physical disability
- Learning disability
- Illness
- Mental health
- Frailty due to old age

Often people have to pay for their own support, or, if eligible, they may receive some funding from the local authority.

The Leicestershire Advice Service is available to any adult in Leicestershire who has a social care need

What types of support are available?

Social care includes support such as:

- Support to live in your own home including
 - Help with personal care
 - Help with household tasks, e.g. shopping, cleaning etc.
 - Adaptations to the home
- Support to get out and about in the community.
- Alternatives to living in your own home including:
 - Supported living accommodation
 - Residential care homes
 - Nursing care homes

All information we receive is treated in strict confidence

A copy of our confidentiality policy is available on request.

What will the Leicestershire Advice Service do?

We provide information on services provided by Leicestershire County Council and other relevant organisations.

When you call an advice worker will:

- Talk to you about your needs and concerns
- Research the services available to you
- Explain the choices available to you
- Assist you to access services available to you

We usually provide advice by telephone but alternative arrangements, such as face-to-face meeting, can be arranged if appropriate.

Translation services are available if required.

Our aim is to provide a consistent, quality and effective service. If you are unhappy about the work of an advice worker then please contact LCPT and ask to speak with the Advice Team Leader who will talk you through the complaints procedure.

**For
further information**

**call
0116 222 9555**

**email
advice@lcp-trust.org.uk**

**text
0758 597 5701**

**Monday - Friday
8am - 6pm**

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Twitter**



For further details of all services visit:
www.lcp-trust.org.uk

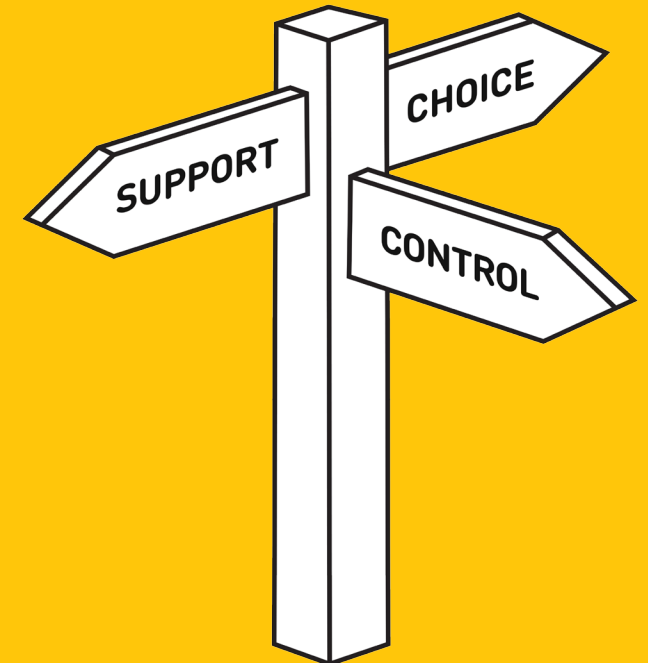
LCPT is committed to being an equal opportunities employer and to promoting diversity

If you require this leaflet in other languages, Braille or large print please contact us



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Leicestershire Advice Service for Social Care



Here to guide you

Providing advice on Social Care issues
and services for all adults of
Leicestershire



Telephone: 0116 222 9555