

## ADULT SOCIAL CARE SUPPORT FROM WARWICKSHIRE COUNTY COUNCIL

For people who believe they have unmet care and support needs they can visit web site or failing that call us on one of the numbers below.

If it is COVID-19 related people can use this information leaflet as a guide - <https://www.warwickshire.gov.uk/downloads/file/13/here-for-you-leaflet>

Before you contact us, these links may help solve your problem or answer your question:

- Help to Live at Home <https://www.warwickshire.gov.uk/helptoliveathome>
- Support for Carers <http://www.warwickshire.gov.uk/carers>
- Warwickshire Directory <https://directory.warwickshire.gov.uk/>
- Contact us Online <https://customer.warwickshire.gov.uk/Forms/Contact%20Us>

If you have the email address of your social care practitioner or allocated team, you will need an Egress Switch Secure Email account to contact them

[https://www.egress.com/media/v4mpr22i/egress\\_quickstart\\_email\\_protect\\_recipient\\_user\\_access\\_en\\_digital.pdf](https://www.egress.com/media/v4mpr22i/egress_quickstart_email_protect_recipient_user_access_en_digital.pdf)

Setting this up will allow you to send and receive emails about your care securely. You will not be able to receive emails from us without this.

By telephone 01926 410410 (Monday to Thursday 08:00am – 5:30pm / Friday 08:00am – 5:00pm#0

During out-of-office hours – an emergency duty social worker is available from the time at which the offices close (5.30pm Monday to Thursday, and 5pm on Friday) until 8.30am on the next normal working day. Call us on 01926 886922.