

# Information to Help You: Factsheet 8

## EMERGENCY HELP

### EMERGENCY HELP FROM SOCIAL CARE

#### Single Point of Access (SPA) – During Office Hours

The Single Point of Access Team working hours are between 8.30am–5pm, Monday to Thursday and Friday 8.30am to 4.30pm. Telephone 01642 726004

#### Emergency Duty Team – Out of Office Hours

The Emergency Duty Team provide out of hours Emergency Duty Service covering evenings, weekends and bank holidays. Telephone 08702 402994

#### Middlesbrough Crisis Resolution and Access Teams – 24 Hour Service

The Middlesbrough Mental Health Crisis Resolution and Access Service works 24 hours a day, seven days a week. Telephone 01642 680706

### HELP FROM NHS : NHS 111

NHS 111 is a new service introduced to make it easier for you to access local NHS healthcare services when you need medical help fast, but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

### HELP FROM POLICE AND FIRE BRIGADE

At some point, most people will need to get help because of an accident or a medical emergency. Only dial 999 in a critical or life-threatening situation.

- Cleveland Police (non emergency) 101
- Crimestoppers (Anonymous) 0800 555111
- Community Safety Team 01642 728281
- Cleveland Fire Brigade (non emergency) 01642 812525

### ICE - In Case of Emergency

In Case of Emergency (ICE) is a programme that encourages people to store emergency contacts in their mobile telephone address book under the name "ICE. This enables emergency services to use your mobile phone to be able to contact your next of kin.

## **HOUSEHOLD EMERGENCY**

Here is a useful list of contact telephone numbers:

- Gas Leaks or Emergencies 0800 111999
- Electrical Emergencies 0800 668877

## **NORTHUMBRIA WATER**

If water supply is interrupted Northumbria Water can deliver bottled water if you are registered as a key customer. Telephone 0345 7171100

## **THIRTEEN GROUP HOUSING - TENANTS**

If you are a Thirteen Group Housing tenant you could contact your Housing Officer for advice and assistance by telephoning 0300 1111000.

## **Carers Emergency Card**

The Carers Emergency Card is a small plastic card that shows you are a Carer and also has emergency telephone numbers for Social Care who in an emergency, could arrange appropriate support services for the person you care for along with contacting your next of kin. For more information telephone 01642 488977 (Carers Outreach Services) .

## **You can get a copy of these fact sheets by**

visiting [www.middlesbrough.gov.uk](http://www.middlesbrough.gov.uk), contacting your Social Worker / Care Manager, visiting the Central / Local Library.

**If you would like to comment on the Factsheets please ring 01642 728305**

For more information on services which may be able to help visit:

<https://www.middlesbroughmatters.co.uk>

All information was correct at time of print (13/11/17)