

# in-touch

## advice - information - support

**For people who need advice and support, and their carers**

'in-touch' gives valuable support and reassurance from trained care coordinators who keep in touch through a series of regular phone calls

**in-touch** is a telephone-based advice and information service for adults. The service has been developed for people who may be finding it difficult to maintain their independence as a result of disability, illness, age, or social exclusion.

During an initial telephone conversation, our trained staff will discuss any immediate or current needs and give advice and information that is centred on your requirements. A signposting service also helps you to get in touch with local voluntary and community services, and groups and further phone calls are made at regular intervals to follow up and maintain contact.

By providing a regular call to follow up and maintain contact we can offer timely and relevant information and support, which will help you to stay fit and well in your own home.

**in-touch for Carers** works in the same way, offering advice and information for people who care for friends or relatives resident in the county.

Advice and information is about services available for you, the carer, as well as the person you care for. We complete a carers assessment over the telephone, and that helps us to understand what support you need and match it to what is available, as well as further information, support or referrals as appropriate.

We will regularly review your assessment over the telephone.

If you, or somebody you know or care for might benefit from our '**in-touch**' service please contact us:

Call Buckinghamshire County Council on 0845 3708090 or email:  
[ascintouch@buckscc.gov.uk](mailto:ascintouch@buckscc.gov.uk)