

# Accessing Health and Social Care Support



# Access1st



## What is Access 1st?

Access 1st is a single point of contact for handling requests for adult Health and Social Care Services in Inverclyde

## Who is able to use Access 1st?

People who feel they require support to:

- Enable them to live a safe, healthy active and satisfying life
- Feel respected and included in their local community
- Feel that they have the same opportunities as others who do not have a long term condition or disability
- Support them in their role as a Carer

Access 1st offers a range of supports following an assessment of need including:

- Signposting to relevant community organisations for services available to the whole community
- Information and advice around health and social care
- Equipment to assist with daily living
- Services which can enable individuals to enjoy a full life with a little short term assistance
- Long term support for individuals who require ongoing support due to their health or disability
- Safeguarding for adults who may be at risk

People are able to refer themselves or a family member, friend or carer. We also accept contacts from other professionals some of whom will have direct access.

## What can I expect from Access 1st?

We will take full referral information necessary to assess your need for the services we provide in line with our eligibility criteria; and depending on the urgency will;

- Respond immediately including initial assessment and service provision
- Pass to the appropriate service for action
- We may signpost you to our partner agencies that can provide a service appropriate to your needs.

We will always ask for your consent or consent of the person at the centre of the referral before we share any of your information with our partner agencies in line with our privacy statements

For more information about services we can provide or access on your behalf please contact Access 1st or visit our website

<https://www.inverclyde.gov.uk/health-and-social-care/adults-older-people/homecare>

### PRIVACY STATEMENTS:

Inverclyde Council :

[www.inverclyde.gov.uk/privacy](http://www.inverclyde.gov.uk/privacy)

NHS Greater Glasgow and Clyde Health Board

[www.nhsggc.org.uk/patients-and-visitors/faqs/data-protection-privacy/#](http://www.nhsggc.org.uk/patients-and-visitors/faqs/data-protection-privacy/#)



# How to contact Access 1st



## You can make referrals to Access 1st by:

**telephone** 01475 714646

**email** [access1st@inverclyde.gov.uk](mailto:access1st@inverclyde.gov.uk)

### **We are based at:**

GREENOCK HEALTH & CARE CENTRE  
WELLINGTON STREET  
GREENOCK PA15 4NH

Open Monday - Thursday 9am to 4.30pm  
Friday 9am to 3.30pm (not public / local holidays)