



Emergency or Crisis (in Tower Hamlets)

Do you need to access urgent support or crisis intervention?

The Carers Centre Tower Hamlets does not provide emergency support but we can point you in the right direction and facilitate contact with Social Services. See the phone numbers and advice we have included below.

If you have problems with the procedure below ask for our help.

The Tower Hamlets Adult Services Team says:

“If your situation is serious or urgent you should contact us on 020 7364 5000 (9am-5pm, Mon-Fri) and ask for the Adult Social Care Initial Assessment team.

When you get in touch with either Local Link or the Initial Assessment Team, they'll ask you about the reason for your call and have a discussion with you. They'll identify the best options available to help you. This could be accessing community based support, getting some equipment or referring you for a more in-depth assessment. Find out more about what you can expect from an assessment.

Arranging support from Adult Social Care for someone else

If you're planning to contact Adult Social Care on behalf of someone else then you'll need to make sure that they know you're planning to do so. If you're able to, it's helpful to discuss the questions above with the individual before making contact.

Dial 999 if you need emergency services

Dial 020 7364 5005 if the issue relates to adult safeguarding, or if an adult urgently needs input from social care

Dial 020 7364 5601 / 5606 if you are worried about the safety of a child

Dial 020 7364 5555 if you urgently need help from children's social care”

For further information: The Adult Social Care team emergency information on which the text above is based is [here](#)