

New to Locate! 'My needs' feature

Allowing people to exercise **choice and control**, the new 'My needs' feature provides the opportunity for people to consider how or where they may require a little extra help in their day to day lives.



Part 1 ▶ By answering a few simple questions you may be able to find **care and support** services to meet your needs.

1 Click on the 'My needs' feature, then click on the picture for each of the areas that are relevant to your care and support needs. For example, if you need some help with shopping, click on the 'Domestic services, shopping and prescriptions' illustration.

 Fire prevention	 Home and housing	 Staying safe
 Managing money	 Transport	 Clubs and social activities
 Children and young people	 Working, training and learning	 Domestic services, shopping and prescriptions
 Staying healthy and well	 Being a carer	 Doing everyday things
 Moving around	 Your personal hygiene	 Hearing and or sight loss

If you require any further information, have a concern which is not listed above or wish to speak to someone urgently, please contact Social Care Direct, telephone 03000 26 79 79, text 0778 602 7280, fax: 0191 383 5752 or email: Social Care Direct Opening times are 8.30am to 5.00pm Monday to Thursday, 8.30am to 4.30pm on Friday.

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2 A box will open with a question, answer it by selecting 'Yes' or 'No', then click on the 'Update Answer' box.

(If you make a mistake you can click on 'clear answer' and begin again.)

 Domestic services, shopping and prescriptions

Would you like information about domestic services, such as gardening, cleaning, shopping or prescription services?

Yes

No

clear answer Update Answer

3 Click on any other questions that apply to you and when you are finished click 'Next page'.

Summary of your care needs

Thank you for completing those questions

You will now see a summary of the questions you've answered with links to information you may find useful. You can now save a copy of this information by selecting "Download as pdf".

Your needs

You've told us you need support with:



Domestic services, shopping and prescriptions

Yes

Useful information

Our information sections which you may find useful:

Domestic Services

Download as PDF

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4 The 'Summary of your care needs' page may provide a link to the relevant records on Locate. It also allows you to save the information you have completed as a pdf document.

5 Locate will produce a list of suggested services or products that may help you. Click here.

6 Then click here.

Click here to visit the Locate search page.

Domestic Services

You indicated that you would like more information on "domestic services, shopping and prescriptions".

Click on the link below to find information you may find useful (Note – link will open in a new window):

[Domestic services, shopping and prescriptions](#)

Please visit the [Locate search page](#) to find more useful information.

7 Browse the results and click on the service name to view the full details of any of the services you may be interested in.

The screenshot shows a search results page on the 'Locate' platform. At the top, there is a search bar with the number '10' and a 'GO' button. To the right is a Google Map showing the area around Middlesbrough, with locations like Barnard Castle, Aycliffe, and Thornaby marked. Below the map are tabs for 'Services' and 'Information'. A 'filter your results' section on the left lists various categories with counts: Adult education, training and employment support (21), Alcohol/drugs/smoking cessation (5), Arts and culture (27), Care and support (4), Carers (32), Community and social groups/charities and voluntary sector (72), Disability (35), and Finance and support (102). The main content area shows a list of results, with the first one being 'Middlesbrough domestic cleaning and shopping' and the second 'Carers Cleaning'. Each result has an 'Add to shortlist' button. The page indicates 'Showing results 1 to 10 of 235' and 'Order by: relevance / distance'.

Part 2 ▶

In some circumstances, you may get the opportunity to submit some additional information to us. This is to ensure we provide you with the most appropriate care and support services to meet your needs.

1 Click on any of the following pictures and provide as much detail as you want.

You do not need to answer all the questions, just those that are important to you, for example, 'Preparing food and drink'

 Your personal care during the day	 Your personal care during the night	 Preparing food and drink
 Behaviour and risks	 Keeping yourself safe	 Your health
 Daily living	 Communication	 Being involved in the community
 Getting out and about	 Family and friends	 Work, education and training
 Caring for others	 Equipment and adaptations	 Making decisions
 To be completed by your unpaid carer, if you have one		

Please check that you have answered all the questions you need to and that you are happy with your answers. When you are ready, please click on the "Next page" button at the bottom of the screen to move on.

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2 These questions give you the opportunity to describe your strengths, views, preferred outcomes and wishes for each one you choose.

Once you've answered, click 'Update Answer' box.

 Preparing food and drink
Please tell us how you are able to prepare food and drink in order to stay well nourished.
Please comment here:
<input type="text" value="Type your answer here"/>
clear answer Update Answer

3 Click on any other questions that apply to you and when you are finished click 'Next page'.

Summary of your care needs

Thank you for completing those questions

You can send this information to the Council by clicking on the "Submit this consultation to the local authority" button. You will be asked to provide some brief details so that we can contact you about your assessment. You can save a copy of the information you have provided by selecting "Download as pdf" below.

Your needs

You've told us you need support with:



Hearing and or sight loss

Yes



Preparing food and drink

Useful information

Our information sections which you may find useful:

[Download as PDF](#)

[Submit this consultation to the local authority](#)

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4

You can save a copy of the information you have provided by selecting 'Download as pdf'.

5

Once the questions have been completed, you can now submit this consultation to us.

Submit this consultation to your Local Authority

Please provide us with your contact information, so that we can follow up on your consultation.

Fields marked with an * must be completed.

If you log in before you submit your consultation you will be able to retrieve and review it later. [Login](#) [Register](#)

This consultation is about someone else

Your Details

Name *

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You will be asked to provide some brief details so that we can contact you.

Please note: We hold your information securely, to find out what we do with it please refer to the terms and conditions page.

Registering will allow you 'Login'.

If you 'Login' before you submit your consultation you will be able to retrieve and review it later.

Submit this consultation to your Local Authority

Please provide us with your contact information, so that we can follow up on your consultation.

Fields marked with an * must be completed.

If you log in before you submit your consultation you will be able to retrieve and review it later.

[Login](#)

[Register](#)

This consultation is about someone else

Your Details

Name *

Date of birth *

Email

Phone number *

Mobile phone number

Address line 1

Address line 2

Town or City

Postcode

No Terms and Conditions set.

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Please note: tick here if you are completing the consultation on behalf of someone else. You will then be asked to complete their details as well as your own.

Once submitted a member of the team will be in contact with you soon.

If your needs are urgent you should contact Social Care Direct immediately on Tel: **03000 26 79 79**.

If you require any further information or have a concern not listed, please contact Social Care Direct. Opening hours are 8.30am to 5.00pm Monday to Thursday, 8.30am to 4.30pm on Friday.

Contact details:

Tel: **03000 26 79 79**

Text: **0778 602 7280**

Fax: **0191 383 5752**

Email: **scd@durham.gov.uk**

If faxing or emailing outside of normal working office hours, please be aware that these enquiries will be dealt with on the next working day.