

Why do we stand out?

- > We advise you by telephone and in person in the care contact office or at your home.
- > Our advice is free of charges and neutral regarding responsible bodies.
- > We are independent and consumer-oriented.
- > Our employees are fully trained and will help you quickly and easily.
- > We advise you in detail about all offers of help and search together with you for appropriate solutions for your nursing care situation.

Your notes

Office hours of the care support centres:
Tuesday: 9.00 - 15.00 h
Thursday: 12.00 - 18.00 h
and after previous agreement



Service telephone inside Berlin
 **0800 59 500 59 (free of charges)**
Monday - Friday: 9.00 – 18.00 h

www.pflegestuetzpunkteberlin.de



**To inform, advice and
support all about care
and age**

The responsible body for the nursing support centre are the insurance companies of Berlin and the state Berlin.

Care needed – What to do?

Need for care often occurs unexpectedly. The person affected and relatives are faced with many questions and changes:

- > We can provide you with information, advice and support to every questions about care and age.
- > I want to stay at home – What help is available?
- > Where do I get financial support from?
- > How can my flat be adjusted to my needs?
- > What aid facilitates my everyday life?
- > Nursing home, care home, communal residence – what kind of accommodation is suitable for me?
- > What options are there for dementia patients?
- > I care for my relative – how can I be assisted?
- > When do I get a pass for severely disabled persons , and what is a power of attorney?
- > Are there special services in hospiz and palliative care?

Whom we are going to advice?

- > All who have early questions about care and assistance in all age
- > Children and youth with special needs
- > Family, relatives and friends

Call us or visit us during our opening hours in the care support centre.



We are here for you!

- > We can provide you with information, advice and support to every questions about care and age.
- > We search together with you for the necessary support and help you to obtain it.
- > Our employees advise you on the elderly- and care-related remodelling of your home.
- > We clarify who pays what and help you with the application forms.