


- 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.

## 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



## Information, advice and support regarding care

**Also in your district, free of charges and neutral!**

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

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

- 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?
- What is a power of attorney?



- We give information, advice and support regarding all questions about care to children, youth and adults in need of care and their relatives.
- 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.
- We will advise you also, more generally, on issues relating to care and assistance in old age.

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