

Home First Response Service



This easy read document tells you about a short-term rapid response service that can help you if you need social care support to stay at home.

What is the Home First Response Service?



The Home First Response Service (HFRS) is a short-term rapid response service which can help you if you need social care support to stay at home.



HFRS can help you stay in your home if you have a short-term crisis and can also help you to get home from hospital more quickly.

Who is the HFRS for?



The HFRS is mainly used by people over the age of 65, but it can be used by younger adults as well.



You can use the HFRS if:



- you usually live at home but are waiting to be discharged from hospital



- you live at home but are having a short-term crisis where if you don't get social care support you will have to go into a hospital or care home.



This includes if your carer can't look after you, such as if they are unwell or if something happens they were not expecting.

What does the HFRS do?



The HFRS can give you short-term support from 1 to 7 days.



This can be to:



- help you get better after your illness or crisis



- help you to get your skills and confidence back



- help you to live as independently as possible



- help you if it is too difficult to do everyday tasks such as washing and dressing, moving around your home or making food and drinks

How do I get help from the HFRS



If you are in hospital, you can get in touch with the HFRS through the hospital's social care team.

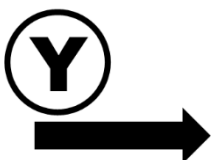


If you are at home, you can contact our customer services team.

Do I have to pay to use the HFRS?



You don't have to pay to use the HFRS – it is free.



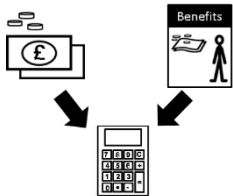
Whilst you are using the HFRS we might carry out an assessment to see if you need longer term help.



If your initial assessment shows that you can get longer term help from us, we will do a full assessment to look at your needs and plan your support.



Your support might include a Personal Budget which is money we can give you for your care.



You will also have a financial assessment. This means we look at the money you have, to see how much money you need to pay towards your care.

Customer Service Centre



Our Customer Service Centre can answer most of your questions and help with information and form filling.

There are several ways to contact them, including:



Web: [Use our online contact form](#)



Telephone: 0300 500 80 80



Text Relay: 18001 0115 977 4050

People who have hearing or speech difficulties and prefer to communicate via text can use the Text Relay service through the [Relay UK app](#).



Sign Video

People who use British Sign Language to communicate can use [the SignVideo app](#) to speak with us.

Emergency Duty Team



If you need help outside office hours – in the evenings, weekends or public holidays, you can contact our Emergency Duty Team by phone: 0300 456 4546.



We have a separate [easy read document which tells you about our Emergency Duty Team](#).

Links in this document

Nottinghamshire County Council – contact us form

nottinghamshire.gov.uk/contactform

Relay UK app

www.relayuk.bt.com/how-to-use-relay-uk/download-app.html

SignVideo app

signvideo.co.uk/download

Emergency Duty Team – Easy Read

nottinghamshire.gov.uk/global-content/easy-read-library/emergency-duty-team-easy-read

HFRS Factsheet

nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/home-first-response-service-factsheet

For plain English web page version of this information, go to:

[Home First Response Service factsheet \(Nottinghamshire County Council\)](https://www.nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/home-first-response-service-factsheet)

[nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/home-first-response-service-factsheet](https://www.nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/home-first-response-service-factsheet)

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