



Help for people with Learning Disabilities.



There is also our **'Better Care & Support Guide'** on our website.

Other services that we offer

- Information, Advice & Assistance
- Support with safeguarding of vulnerable adults issues
- Training for carers
- Health promotion
- Support in accessing mainstream services
- Signposting onto other agencies
- Working with other agencies
- Transition into adult services

The CTLD may share information with other agencies. This can be explained to you further during the referral or assessment process.

Assessing Eligible Needs

Finding out what eligible needs a person has starts with a conversation. During this conversation we will ask what matters to you. We will ask you about your circumstances; personal outcomes, barriers to achieving those outcomes, any risks to you, or, to other persons and your strengths and capabilities. We will also ask you about the support you already receive and we will talk about where you can access support .

Protecting people from abuse.

Abuse is something that is done to another person, without their full understanding or consent that harms them in some way. It may consist of a single act or repeated acts.

If you are being abused or suspect that someone you know may be the victim of abuse, call Pembrokeshire County Council contact centre on 01437 764551 and ask for the **Adult Safeguarding Team.**

Complaints & Compliments

We always try to provide good quality services for adults but we know that sometimes we get things wrong, and we try to resolve any problems as soon as they arrive.

If you are happy/unhappy with the service that you have received, you can contact us

Information Governance & Complaints Team,

County Hall,
Haverfordwest,
SA61 1TP

Tel: 01437 775503

Fax: 01437 776699

Email:

SocialCareComplaints@Pembrokeshire.gov.uk

About Us

The Pembrokeshire Community Team for people with Learning Disabilities (CTLTD), is a multi disciplinary team made up of staff employed by Pembrokeshire County Council and Hywel Dda University Health Board. The team includes Social Workers, Assessor Care Managers and a Health Team, for example; Community Learning Disability Nurses.

What we do

We provide a specialist service to adults who are 18 years old and over, whose well being care needs are because of learning disabilities and who live in the Pembrokeshire area. The team can offer, support, information, assistance and advice with:

- Assess & support wellbeing needs.
- Sign posting to other agencies.
- Or arranging commissioned support (that can include respite, employment opportunities).
- A range of supported accommodation.
- Day opportunities.
- Direct Payments.
- Carers assessment.

Assessment

The assessment, care management and specialist nursing support is the main work we offer, because we have a legal responsibility to offer any adult where it appears to the authority the adult may have needs for care and support.

The assessment may take place over the telephone, online, or, with a face to face meeting. We will talk to you about your wellbeing and desired outcomes, we will look at your strengths and abilities, plus the network of support you already have around you, we will refer you to other professionals if specialist assessments are required; **for example;** Epilepsy, Management, Health Facilitation, Eating and Drinking Support, Sensory Awareness, Psychological Services, etc.

If your wellbeing needs cannot be met any other way, we will agree with you a care and support plan.

How do we do this?

Referral

Anybody can make a referral via the contact centre on 01437 764551.

They will discuss the issues you feel, you need help with, and where possible, sign post to a community service. If further assessment is required your details will be forwarded to the CTLTD.

REMEMBER:

Your care and support plan maybe for a short period, to help you to regain independence.

Care & Support Plan

We will write the care and support plan with you. The care and support plan will state;

- What support you will receive
- Who will provide that support
- How they will provide that support

Care & Support Plan Review

- We will meet you to see if your outcome have been achieved.
- We will look to see if anything else needs changing.
- The support plan will either be updated, or, we will agree that our work will finish

Care & Support Closure

- When our work has finished we will tell you.
- With your permission, we will also tell other people who know you.
- We will make sure that you know the Contact Centre details should you need us in the future;

**Call the Contact Centre on
01437 764551**