

Social Care, Health & Housing

Learning Disability Services in Carmarthenshire



A Guide for Parents & Carers

www.carmarthenshire.gov.uk

**If you require this
information in large
print, Braille or on
audiotape please**

 **01267 228703**

This information has been produced to inform people about services that are available to adults with learning disabilities.

You can find out details about services for children at:

www.carmarthenshiredirectoryofservicesforfamilies.org.uk

Information about services can also be found on the council's website: **www.carmarthenshire.gov.uk**. Anyone can be born with a learning disability. It is a lifelong condition that makes learning difficult – it's not an illness. This leaflet explains what support services are available for adults with learning disabilities, to enable them to live as independently as possible within the local community.

Who provides the services?

Carmarthenshire County Council's Social Care, Health & Housing department, Hywel Dda Health Board, GP's, voluntary organisations and organisations within the private/independent sector all work together to help people with learning disabilities in Carmarthenshire.

Who can receive services?

Services are usually provided to people who meet the following criteria:

- They have a significant difficulty in learning. This usually means an Intelligence Quotient (IQ) score equal to or below 70 assessed using a recognised IQ test.
- They have severe coping or functional problems in everyday life and these difficulties would usually be present from childhood.

- They are a young person who already receives services from the Transition Team.

In line with our Unified Assessment Process even if someone doesn't meet the criteria they may be eligible to other services following assessment of need.

What kind of services are available?

Community Teams

There are two **Community Teams** for people with **Learning Disabilities** – called **CTLDs** – in Carmarthen and Llanelli:

Carmarthen CTLD
Penlan House
1 Penlan Road
Carmarthen
SA31 1DN
 **01267 236899**

Llanelli CTLD
12 Bay View
Capel Road
Llanelli
SA14 8SN
 **01554 775916**

These are specialist teams who can help to meet peoples' health and social needs. People working within the teams include:

- Social Workers & Social Work Assistants
- Nurses
- Speech & Language Therapists
- Psychiatrist

- Physiotherapist
- Support Workers
- Psychologists
- Office Staff

If you would like to arrange an assessment of need for someone you care for, you need to make contact with the nearest community learning disability team either directly or via your regular contacts with health or social care services.

A member of the team will complete an assessment of the needs of the person you care for and offer you advice and support that may include help from the local authority, health organisations as well as independent and voluntary agencies.

If you look after someone with a learning disability you may have needs yourself, different to those of the person you care for. You can also ask the team for a Carer's Assessment of your own needs with a view to making life easier.


Carmarthenshire Joint Carers Development Officer can offer advice and assistance about caring issues including:

- Carers Flexible Support Grant – a grant provided for innovative and flexible services for carers.

Please call Jonathan Rees  01269 590227 for further details.

A detailed Carers Information Pack and other advice, such as details of local support can be obtained from:

Carmarthenshire Carers Service

 **0300 0200 002**


Health

If you have any general health concerns your GP would normally be your first point of contact and they will be able to refer people for specialist services if this is required. These services may include specialist assessment and treatment from the Hywel Dda Health Board.


Annual Health Checks – you may be entitled to an annual health check. Please contact your GP to find out.

Health Challenge Carmarthenshire encourages and supports people to live happy and healthy lives and provides a wealth of information on a range of health issues. A directory of local support services is also available at:

www.healthchallengecarmarthenshire.org.uk

There are two dental clinics specialising in the oral health of individuals with a learning disability, physical disability, mental health concern or complex medical need. You can speak to them on  **01267 242942 Carmarthen or 01554 784700 Llanelli.**

Transition

Growing up and leaving school is sometimes called 'transition'. It's often hard to know what to do next or what choices there are. Our **Transition Team** can help people make decisions and choices about training, supported employment or other services and opportunities. Contact the team on  **01267 246766**.

Day Opportunities

We have four specialist centres that provide a range of activities for adults with learning disabilities – one in Carmarthen and Ammanford and two in Llanelli.

Manor Road, Ammanford

 **01269 593726**

Alltynap Road, Johnstown, Carmarthen

 **01267 233821**

Heol Goffa, Llanelli

 **01554 772546**

Maeslliedi Older Persons' Day Service

Maeslliedi, Llanelli

 **01554 744247**

The centres offer opportunities for people to join in activities, learn and develop new skills and to socialise. Transport to and from the centres can sometimes be provided.

Education and Training

Careers Wales is an information service that provides specialist guidance. They can be contacted on ☎ **01267 244100** or **www.careerswaleswest.co.uk**.

Coleg Sir Gar works with disabled students with courses at campuses in Ammanford, Carmarthen and Llanelli. For details ☎ **01554 748310/748331**.

2Activ8 Training provides training opportunities in their centre in Ammanford – for further information go to **www.2Activ8.co.uk** or ☎ **01269 591394**.

Get Stuffed is a social enterprise run by people with learning disabilities who provide a printing and mail preparation service for local businesses and organisations. Please ring ☎ **01269 597640** for details.

iSmooth Café is a café lounge offering smoothies, coffees and light snacks. Training is provided in customer service, stock control and light catering. For more information ☎ **01269 597640**.

Felin Gelli Rural Training Farm provides a variety of training in agriculture and horticulture. Students play a full part in the day-to-day running of the farm and garden and work towards the goal of open employment by increasing their self-confidence and independence. You can find out more about them on ☎ **01267 235039**.

Swansea Institute of Higher Education provides advice to students with a mild learning disability and can also arrange for assessment of needs, help with funding applications and support with studies. You can find out more by ☎ **01792 481193**.

Pembrokeshire College provides advice and assistance to disabled students and can help with access, students' grants and extra support. ☎ **01437 765247**.

Prince's Trust – Carmarthenshire is a volunteer programme to develop young people through teamwork in the community. The programme encourages people to work in the community on projects and involves supporting disabled individuals. Contact ☎ **01554 742139**.

Employment and Training



COASTAL
Creating Opportunities
and Skills Teams Alliance



The **COASTAL** Project is part funded by the European Social Fund, as part of the 2007-2013 West Wales & the Valleys Convergence Programme.

COASTAL Project, is a Regional Strategic Project, covering the 6 local authority areas of Bridgend, Neath Port Talbot, Swansea, Carmarthenshire, Pembrokeshire and Ceredigion, aimed at the promotion of vocational guidance, employment, skills training and lifelong learning opportunities for individuals who are currently economically inactive as a result of illness, disability, (Mental Illness, Learning Disability, Physical Disability, Sensory Impairment) substance misuse problems and/or the serious social disadvantage associated with the transition from long-term care into adulthood.

Access to the project is via the **Career Pathways Team** who will carry out a detailed assessment of eligibility and identify employment/training needs tailored to individual participant needs. Every participant will receive support and signpost to the appropriate service. A clear referral process is via

Social Work teams, GP's etc or your can refer yourself.

STEPS Training Centres (Llanelli, Crosshands and Johnstown) provide training and opportunities including gardening, grounds maintenance, woodwork, art and photography, crafts and catering.

SA31 Café@County Hall provides individualised training and support services, in order for each participant to they can gain a range of skills, knowledge and experience in food production, food service and dining room preparation.

Arena offers supported employment work opportunities for participants with high support needs.

To find out more about any of the above services under the Coastal Project please contact the **Coastal Project Manager** on ☎ **01267 228726** or the **Career Pathway Team** on ☎ **01267 228690**.

Workstep is a Supported Employment Programme designed to help disabled people find work and provide ongoing support and advice to help people remain in employment. Our Workstep Officer will work closely with people to identify needs to find the right job while helping to develop skills and abilities. You can find out more about Workstep on ☎ **01267 231991**.

The Stebonheath Centre for Enterprise provides advice and opportunities about employment options. It also has options available for volunteer positions. For more details you can contact them on 📞 **01554 779910** or **www.footholdgroup.org.uk**

Shawtrust Job Coaching Services is a Supported Employment Agency for people with learning disabilities. A representative from Shawtrust Job Coaching Services contacts local employers with a view to developing employment opportunities. Training and support is provided. You can find out more on 📞 **01554 749061** or **www.shaw-trust.org.uk**

Accommodation

Adult Placement Service offers a choice to people who need support and/or accommodation – a choice in how, where and with whom they may wish to spend some time or to live. Adult Placement involves the arranging of accommodation and support for adults in the homes of specially recruited people living in the community. This could be for long or short breaks, emergencies, holidays, respite and day-time placements according to the need. For more details you can contact the Adult Placement Team on 📞 **01267 224200** or go to **www.WestWAPS.org.uk**

The Supporting People programme is a government initiative that provides a robust framework to promote, develop and increase opportunities available to vulnerable people, to improve their quality of life through the provision of appropriate support services.

This enables them to have greater independence and control in making informed decisions and lifestyle choices.

Please see the link below to a directory of housing related services. This directory is for anyone who needs advice or information (or both) about housing-related support services in Carmarthenshire.

www.carmarthenshire.gov.uk/english/health/supportingpeople/pages/directoryofhousingrelatedsupportservices.aspx

Respite

Based on assessed need, short-term respite stays away from home can be provided to give parents and carers a break from caring.

Local Authority Residential Respite Services are provided in Tir Einon, Llwynhendy, Llanelli for those people with very high support needs. Other people's needs may be met in a variety of ways including Adult Placement and independent sector providers.

Access to respite care is via a Community Care Assessment from the Community Teams. Individual care plans are worked out with people and their families.

Other respite services include:

Crossroads Schemes can offer practical respite care at home – from a few hours to an overnight stay. For further information please contact:

 **01267 220046 Carmarthen/Dinfewr,**
01554 744421 Llanelli/Cwm Gwendraeth.

Helping Hands Homecare manage various services including:


- Support in your own home by care assistants and domestic assistants
- A Care and Ride service
- Residential Care
- Holidays in a chalet at Carmarthen Bay Holiday Park
- Holidays in a luxury apartment in the UK or a Continental holiday.


To find out more contact  **01554 755093**

Holidays and Leisure

Carmarthenshire County Council's Regeneration & Leisure Department offers a variety of sports and activities for disabled people. For details

 **01554 747500**

Gateway is part of Mencap and aims to enable people with learning disabilities to access leisure and social activities in the community. Gateway also encourages personal development including self-advocacy. Please contact the relevant group for details of meetings and activities in the following areas: **Ammanford**  **01269 597189** and **Llanelli**

 **01554 770879**

Llanelli Breakthro' provides a regular club for people in the Llanelli area and is supported by volunteers. Members can access a range of community based activities and opportunities. Contact them on

 **01554 752450**

The Stackpole Centre offers holiday accommodation for people with physical disabilities, their families and groups, on a self-catering basis. For information

 **01646 661425**

The Llanelli Warriors Rugby Team actively seeks to include players with learning difficulties. Players vary in ability from complete novices upwards and the

team is open to those 18 years and older. You can speak to them on 📞 **07982 644 457**

Glamorgan Holiday Hotel offers a full board package holiday for people with special needs. They cater for 53 people and also have a self-catering flat that can accommodate up to 5 people. Excursions and activities are also provided and the hotel has a specially adapted vehicle with a capacity for 10 people. For more details 📞 **01656 785375**

Clynfyw Countryside Centre has 5 accessible cottages for self catering holidays for groups and families, and a large mansion house that can accommodate larger groups. To find out about the flexible options for groups or individuals contact 📞 **01239 841236** or **www.clynfyw.co.uk**

Advocacy

Advocacy is promoting the cause of, or acting on behalf of, another person to secure the services they require and the rights to which they are entitled. The following services offer this type of support:

All Wales People First is the united voice of self-advocacy groups and all people with learning disabilities in Wales. They collect peoples' news and views, share information and put people in touch with each other from all over Wales. You can find out more by calling 📞 **01554 784905** or **www.allwalespeople1st.co.uk**

Carmarthenshire People First is a Self-Advocacy group that meets regularly to share information on things that are important to people (day services, accommodation, the right to vote etc.) They provide Citizen and Crisis Advocacy. They hold training sessions in Advocacy Awareness, assertiveness, interviewing skills and training people to become Trainers. They also deliver learning disability awareness training. Carmarthenshire People First hold conferences and are always looking for new members. Contact them on 📞 **01267 234635 or 07970 494399.**

Mental Health Advocacy provides help by listening to your situation, gathering the information you may need to progress and advises on rights to information under the Mental Health Act. You can contact them on 📞 **01267 231122.**

Information and Support

The Family Adviser Service, Mencap Cymru aims to provide people with clear, accurate information on a wide range of subjects about learning disability. They also have a dedicated Welfare Benefits Officer. You can contact them on 📞 **01267 232256 or 0808 8000 300 (helpline) www.mencap.org.uk.**

Mencap Local Societies are autonomous charities affiliated to the Royal Society. They provide local support and a range of services to people with a learning disability and their families. For details contact the branches as follows: ☎ **Llanelli and District – 01554 834974 or 832212.**

The Tuberous Sclerosis Association provides information, increases awareness and provides support to those affected by Tuberous Sclerosis including pre-natal support. It provides a range of services including advice, specialist clinics and regional meetings. For more details you can contact them on ☎ **01269 844393 or wales@tuberous-sclerosis.org** www.tuberous-sclerosis.org

The National Autistic Society, Carmarthenshire Branch offers information, advice and local support to families and professionals related to autism. To find out more about them contact ☎ **01554 753579 or email: carmnas@hotmail.com.**

The Down's Syndrome Association, Mid and West Wales provides both an information service and support for people with Down's Syndrome, their parents and carers. They can be contacted on ☎ **01834 813332 or email richard.morgan@downs-syndrome.org.uk**

The All Wales Forum of Parents and Carers in South West Wales encourages the establishment of parent/carer groups and their development and participation in local authority planning and operation. For details ☎ **01554 832324**.

Money Matters

Direct Payments is a scheme that offers people the opportunity to make their own care arrangements and purchase their own services. If someone's assessment shows they are eligible for social care services, then they may be eligible for Direct Payments. The Rowan Organisation helps people manage this scheme and you can find out more information on freephone ☎ **0800 783 1755** or **www.therowan.org**

Learning Disability Wales, (formally SCOVO)


Learning Disability Wales provide an information service, they lobby and campaign for the rights of people with learning disabilities. Contact them on ☎ **02920 681160** or **www.learningdisabilitywales.org.uk**

The Social Security Office, West Wales provides information and advice on benefits and entitlements. For more information contact ☎ **0845 608 8554**

CATCHUP Information and Advice Centre offers help to older people and disabled people of all ages on Social Security benefits. This includes access,

wheelchair and special equipment, adaptations in the home, transport, grants, sports and holidays. You can speak to them on

 **01554 776850, 774570 or 01554 776850 (minicom) or www.catchupltd.co.uk.**

Mencap Welfare Benefits Advice is available through the Family Adviser Service and is dedicated to people affected by a learning disability. Home visits, form filling, Benefits checks etc are all offered. Contact them on  **01267 232256**.

Complaints

If at any time you have a concern or are unhappy about a service you should first tell the staff you have contact with. If you feel that you cannot talk to the staff involved or your concern has not been resolved, you can talk to the Manager of the service or the Social Care, Health and Housing Complaints Officers:

Designated Complaints Officer
Social Care, Health & Housing
3 Spilman Street
Carmarthen SA31 1LE

 **01267 228835**

Or the Deputy Quality & Monitoring Director at:

Deputy Quality & Monitoring Director
Hywel Dda Health Board
St David's Hospital
Carmarthen SA31 3HB

 **01267 237481**

We need to bear in mind that all the services mentioned in this leaflet are in high demand and there may be waiting lists for some services.

Other Useful Contact Numbers:

Citizens Advice Bureaux (CABs)

Ammanford 01269 590720

Carmarthen 01267 234488

Llanelli 01554 759626

Community Health Council 01267 232312

NHS Direct Helpline 0845 4647

Care Standards Inspectorate for Wales

01267 223402

Carmarthenshire Association of Voluntary Services
(CAVS) 01267 236367

Mencap Cymru provides support and information on a wide range of issues that affect people with a learning disability, their families and carers across Wales.

 **0808 8000300**

Should you have an emergency outside normal working hours you can contact Carmarthenshire County Council's 24 hour response service on:

 **01558 824283**