Services for adults with learning disabilities

A handbook for service users
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We are happy to provide this booklet in alternative formats and languages

Please contact: Canolfan Marl
E-mail: CanolfanMarlAdmin@conwy.gov.uk
Phone: 01492 577800
The Learning Disabilities Team

What do we do?
- The Learning Disabilities Team is made up of Social Services and Health Services
- Our job is to make sure that adults with a learning disability in Conwy get help, care and support

How can we help?
We help with problems like:
- looking after your personal care
- dressing
- managing your money
- shopping, and
- cooking

We will look at what your needs are and see if we can help. We will look at:
- your independence
- your daily life
- your health and safety, and
- your involvement in the community

We can put together a care package for you. The care package can include:
- support to live at home
- support to live in a care home
- going to a day service
- help with education, and
- help getting a job
Unified Assessment

What is Unified Assessment?

- an assessment finds out how to support you to live a full and independent life
- unified assessment means you won’t be asked the same questions by different people
- health and social services staff will work more closely together to make sure you get the right services
- your care co-ordinator will do the unified assessment for you
- if you have needs that are eligible for a service, your care co-ordinator will decide what services you need and do a careplan

You can get a leaflet about unified assessments written for people with a learning disability. For more information contact the Customer Care Team on 01492 576333.

The Customer Care Team

The Customer Care Team is the first point of contact for people who have never used the service before or who don’t have a named care co-ordinator.

The Customer Care Team is able to give people advice and information.

The Customer Care Team
Canolfan Marl
Off Broad Street
Llandudno Junction
LL31 9HL

Phone: 01492 576333

Opening Hours
Monday - Thursday: 9am - 4.45pm
Friday: 9am - 4.15pm
Transition

Transition means moving from one thing to the next.

Transition happens when young people move from Children’s Services to Adult Services.

If you are assessed as needing support, you can have a Transition Key Worker.

The Key Worker will help you to plan from the age of 14 onwards.

To find out more about transition, there is a guide called ‘The Transition Directory’.

For more information, please contact the Customer Care Team on 01492 576333.

Respite services, or a short break

The reasons for going for a short break are to:

- give you a break away from home
- give the people who care for you a break
- help you to become more independent, and
- give you a chance to have new experiences

While you are there, we will take you to and from home, and to and from your normal daily activities.

You can go for a short stay at Melverley and Highbury. If these are full, you can go to another residential care home in Conwy.

Melverley, Llanrwst - Mencap Cymru

- Melverley is a 3 bedroomed house
- the ground-floor bedroom is good for people who can’t go upstairs
Highbury, Prestatyn - Highbury Care Homes Ltd

- Highbury is a small family owned home

For more information about respite services, please contact the Customer Care Team on 01492 576333.

Useful Addresses

Mencap Cymru
Melverley
3 Parry Road
Llanrwst
Conwy LL26 0DG

Highbury Care Homes Ltd
Highbury Avenue
Prestatyn
Denbighshire
LL19 7NR

(Manager: Corinne McDonald) (Owners: P Davies & O Davies)

Phone: 01492 640955 Phone: 01745 886547
Fax: 01492 641164 Fax: 01745 851800

For other residential care homes, please contact Care Standards Services Inspectorate for Wales (CSSIW) for details on 01492 542580.

Housing and help at home

Domiciliary care service

- this service used to be called home care
- our support workers help you live as independently as possible in your own home
What do support workers do?

Support workers can help with things like:

- personal care
- helping with your money
- helping with your shopping, and
- doing what it says in your care plan

Supported Living Projects

What is a supported living project?

There are lots of different types of supported living. These are the types of supported living in Conwy:

- a shared house with other service users, with 24 hour support. People living like this are tenants. The landlords could be housing associations or private landlords

- a place especially for people with autism. There is a house for 3 people, and 3 flats for people who want to live on their own. There is 24 hour support here. People who live here are tenants, and their landlord is a housing association

- extra care housing is for people who are over 65, and can be for anybody not just people with a learning disability. You can live in a 1 or 2 bedroom flat

- in your own home with some support (not 24 hours). People living like this are tenants. The landlords could be housing associations or private landlords

- an adult placement scheme where people live in a family type home. This scheme is run by a company called PSS. People who live in adult placement schemes are tenants, and the PSS carer is their landlord

- an approved landlord project. The landlords give you support to do things like manage your money, look after your home and general life skills. They could not offer personal care or 24 hour support. People who live here are tenants of the approved landlord

- a care home, where people are residents and not tenants in a home. Care homes can be different sizes. You could be sharing with 6 or 7 people, or sometimes care homes can be quite large
To find out more about places to live, there is a guide called ‘A Guide to Accommodation in Conwy for Adults with Learning Disabilities’.

For more information, please contact the Customer Care Team on 01492 576333.

Provider Unit Learning Disability

Day Services

We run a number of different services in Conwy and you can read about them below.

If you are interested in any of the services that you read about here, contact the Learning Disabilities Team by phoning 01492 576333.

Abergele Graphics in Abergele

At Abergele Graphics you can:

- learn printing skills
- work as part of a team that prints brochures, leaflets and flyers for local businesses and the local community

Abergele Graphics is open from Monday to Wednesday.

Bryn Euryn Nurseries in Bron y Nant, Mochdre

At Bryn Euryn Nurseries you can:

- learn how to grow and look after plants
- make up hanging baskets and planters to sell in the community and for ‘Wales in Bloom’ displays
Communication Suite

At the **Communication Suite** you can:

- learn new computer skills
- use a digital camera to take photos, and a video camera to make DVDs

The Communication Suite is open Thursday and Friday.

Conwy Woodcraft in Mochdre

At **Conwy Woodcraft** you can:

- learn woodwork skills by making small wood products
- be part of a team that recycles wood into firewood which goes to local shops

Gardens Etc in Colwyn Bay and The Tuesday Gardening Team in Llandudno

In these 2 projects you can:

- be part of a team that travels around the local area gardening
- learn how to use a lawnmower, strimmer, and other gardening tools

Gerddi’r Dyffryn at Rhyd y Creuau near Betws-y-Coed

At **Gerddi’r Dyffryn** you can:

- collect and recycle garden waste
- be part of a team that travels around the local area gardening
- recycle pallets into firewood for the local shops to sell
Horizons

In Horizons you can learn why recycling is important. At Horizons you can:

• work as part of a team that recycles products

If you are part of the Green Horizons team, you will have the chance to collect and recycle products from Conwy Council buildings.

Pinewood Products in Glan Conwy

At Pinewood Products you can:

• make wooden garden furniture
• make bird tables, benches and picnic tables
• learn how to use woodwork tools like saws, hammers, electric drills and screwdrivers

The furniture is then sold to pubs, hotels and the public.

Bron Haul Services in Penmaenmawr

At Creations you can enjoy different types of creative activities, such as:

• sewing
• artwork
• photography
• making seasonal crafts

In our Lifestyle Group:

• there is a food cooperative
• you can cook and learn about healthy eating and environmental issues
• you can learn how to grow vegetables
• you can do painting, screen printing, marble painting and finger painting
Creative Crafts in Bron y Nant, Mochdre

At **Creative Crafts** you can make:

- cushions and bags
- rugs
- garden ornaments and door stops
- pet bedding

Canolfan Riviere Day Services at Craig-y-Don in Llandudno

Offering various activities either in one of the 3 project rooms or out in the Community. Some of the activities you could take part in at **Canolfan Riviere** are:

**Projects**
- music and drama
- soundbeam
- cookery
- walking
- relaxation and snoezelen
- healthy eating
- Wii fit
- women’s health group
- seasonal crafts

**Community based**
- swimming
- walking
- horseriding
- croquet

selling crafts in the community at local coffee mornings

Lle Ni at Canolfan Riviere in Llandudno

A purposely designed project room to allow adults with autism to access a day service in an environment they are comfortable with.

**Lle Ni** offers various activities across the week both in the project room and in the local community.
Basic Skills

**Basic Skills** can help you with things like:

- reading
- writing
- learning about money
- cooking

You can do basic skills either at home, in a library or somewhere else where you feel comfortable.

New Work Connections

**New Work Connections** can help you to get a job by:

- improving your confidence and social skills
- arranging training and helping you to get qualifications
- teaching you to fill in your application forms
- helping you to find a job when you are ready
- helping you to get to and from your job
- giving you support in your job if you need it

External Day Services

**Abergele Day Centre**
Abergele Day Centre
OCS
Rhuddlan Road
Abergele
LL22 7HF
Phone: 01492 824162

**Ashley Day Centre**
1 Tan y Foel
Rhyd y Foel
Abergele
Conwy
LL22 8EA
Phone: 01492 518693

**Acorn**
Queens Court
487 Abergele Road
Old Colwyn
Colwyn Bay
LL29 9AE
Phone: 01492 515373

**Crest Cooperative**
Unit 2 Brierley House
Ferry Farm Road
Llandudno Junction
LL31 9SF
Phone: 01492 596783
Cwmni Seren Cyf
Unit 1 & 2
Llwyn Gell Industrial Estate
Blaenau Ffestiniog
LL41 3NE
Phone: 01766 832378

Eithinog
Old Highway
Colwyn Heights
LL28 5YA
Phone: 01492 532404

Cynnig
Trem y Dyffryn
Colomendy Industrial Estate
Denbigh
LL16 5TX
Phone: 01745 815588

Glyndŵr Centre
Highbury Care Services
The Glyndwr Centre
212 High Street
Prestatyn
LL19 9BP
Phone: 01492 886547
Health Services

What Health Services offer

- Community Nurses
- Occupational Therapy
- Clinical Psychology
- Speech and Language Therapy
- Challenging Behaviour Services
- Physiotherapy

If you are not sure what these things are, the next few pages will try to explain.

Community Nurses

We can help you to:

- stay fit and healthy
- learn new skills
- be more independent
- manage your behaviour

If you think you need help from us, you can ask the Learning Disabilities Team to refer you. **Customer Care Team on 01492 576333.**

Occupational Therapy

What do we do?

- we help you to be able to do as many things for yourself as possible
- this can be looking after yourself, eating, housework, hobbies or work

We can help by

- putting special equipment in your home
- training you to do things
How to get help from us
If you think you need help from us, you can ask the Customer Care Team to refer you. **Customer Care Team on 01492 576333.**

**Clinical Psychology**

What do we do?

Clinical psychologists look at:

- whether or not someone has a learning disability
- your behaviour
- your thoughts and feelings
- how you behave with other people
- mental health problems
- memory problems like dementia

We work with people to find out what’s behind a problem.

We then look at ways to do something about the problem.

This can mean working with you or with support workers, care co-ordinators and other people.

Sometimes we help the person to change how they see things and how they behave.

There is a Clinical Psychologist at Dinerth Road. **Customer Care Team on 01492 576333.**

**Speech and Language Therapy**

What do we do?

We help people to communicate.

Communication is a basic part of our life.
Each time we meet people we communicate by:

- chatting
- looking
- touching
- frowning
- gesturing
- ignoring

A speech and language therapist can help by:

- helping with the skills you already have
- helping you to understand your world
- finding other ways to communicate, like signs, symbols and pictures
- encouraging the people around you to respect your way of communicating

This is done by assessing anyone who is referred for help:

- working with you on your own
- working in a group, and with support workers

Anyone can ask for our help with communication. **Customer Care Team on 01492 576333.**

**Physiotherapy**

The Physiotherapist gives you advice about your physiotherapy needs and helps to plan your treatment.

**We can help by:**

- showing you different exercises and treatments
- giving you equipment that would help you to move around

**How to get help from us**

If you think you need help from us, you can ask the Customer Care Team to refer you. **Customer Care Team on 01492 576333.**
Specialist Challenging Behaviour Services

Specialist Challenging Behaviour Services are available.

To use these you will need to be referred by a member of the local health team. **Customer Care Team on 01492 576333.**

Money Matters

Our charging policy

Who pays?

We usually make a charge for our services.

When we charge you, we will make sure that you can afford these charges.

We do this by using a financial assessment.

We can arrange a welfare rights benefit check to make sure you are claiming everything you are entitled to.

The financial assessment

We will ask you about your money. We can then work out the amount you will need to pay.

You don’t have to tell us about your money, but you could end up paying more for your care if you don’t tell us.

You can ask for a review of your financial assessment at any time.

Every month we will tell you how much you have to pay.

If you think that we have asked you to pay too much, you can ask us to check again.

We might be able to make your charges smaller or give you the services for free.
Charges for services

You can get more information about paying for services from our booklet ‘Paying for services’, which you can get from any of our offices.

You can contact the financial assessment unit at Argyll Road, Llandudno or phone 01492 574122.

Conwy and Denbighshire NHS Trust Charging Policy

We do not charge for any of our services

Direct Payments

What is a direct payment?

If you have a direct payment we will give you money for you to decide:

• what sort of help you need
• who you want to give you that help

Direct payments can mean:

• more choice
• more independence
• a better quality of life

How do I get a direct payment?

You can get a direct payment if you ask for one and you and your Social Worker or Care Coordinator agree that you should have one.

You can get a leaflet about direct payments written for people with a learning disability.

For more information you can contact the Learning Disabilities Team. Customer Care Team on 01492 576333.
Or you can contact the Rowan Organisation:

**The Rowan Organisation**
Eliot Park Innovation Centre
Barling Way
Nuneaton
CV10 7RH

**Phone:** 0800 783 1755

**Minicom:** 02476 374948

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**Are you happy with our services?**

Your views and opinions are important to us. Your comments can help you and others to get better care and support services.

We want you to tell us what you think.

If something happens to you that you do not like, or if you have been refused a service, you can tell us about it. This is called a complaint.

If you are happy about the services you can tell us this is called a compliment.
Are you pleased with your care and support service?

If you are pleased with the service you have received, we would like to know. You can speak to the person involved in your care, or write your thoughts in a letter.

Making a complaint

When you make a complaint it is usually best to start by talking with the member of staff you normally see but you can complain to any member of staff or to any one of the Complaints Officers. You can expect the answer to your complaint within 2 weeks.

Do not be afraid to let us know your worries

Making a complaint will not affect your rights.

- you can get a friend, family member or volunteer to help you or speak on your behalf, if you want
- you can complain on someone else’s behalf (if they agree)
- we can help you put your complaint in writing
- we follow a complaints procedure which explains exactly how we will respond to a complaint. If you would like a copy, please ask for one

What if this doesn’t sort out the problem?

If you are still not happy with the answer you get, you can make a formal complaint. If you want to do this, please write, visit or ring:

Complaints Officer
Social Services
Conwy County Borough Council
Bodlondeb
Conwy
LL32 8DU

Phone: 01492 574103

Complaints Officer
Betsi Cadwalader
University Health Board
HM Stanley Hospital
St Asaph
Denbighshire
LL17 0RS

Phone: 01745 534140
What happens next?

The Complaints Officer will look into your complaint and give you a full report in writing.

We will try to reply within 10 working days. If this is not possible, we will write and let you know when you will hear about your complaint.

What if I’m still not happy?

If you are not satisfied with our reply, you can make an appeal.

Conwy Social Services

If you think we haven’t handled your complaint properly, you can get in touch with the Local Government Ombudsman for services provided by Social Services.

1 Ffordd yr Hen Gae
Court Road
Pencoed
CF35 5LJ

Phone: 01656 641150

Betsi Cadwalader University Health Board

If you are not happy about the decision we make about your complaint, you can ask for an independent review of your complaint from:

Independent Review Secretariat
PO Box 125
Mold
Flintshire
CH7 1WH

Phone: 01352 700227
Data protection

You have a right to see personal records we hold about you. Please ask at any of our offices for more information. Customer Care Team on 01492 576333.

Other organisations that can help

**NHS Direct Wales - 0845 46 47**

NHS Direct Wales is a 24-hour confidential helpline staffed by nurses.

It gives advice and information on:

- what to do if you’re feeling ill
- health concerns for you and your family
- local health services
- self-help and support groups

**Conwy Connect**

**Who are we?**

We are:

- a registered charity
- an independent voluntary organisation
- we work with people in Conwy

We say that people with learning disabilities have a right to the same kind of choices and opportunities as the rest of the community. We work to help that happen.

We want to make it easier for people with learning disabilities to take their place in the community.

People with learning disabilities, their parents and support workers can be members and go on our mailing list.
What can we offer?

We can:

- offer independent information and advice on learning disability services
- provide opportunities for members to meet exchange information increase choice through our open meetings, newsletters and other publications
- increase and extend opportunities for active meaningful involvement through consultation
- provide a voice to raise concerns to policy makers
- take part in planning and monitoring learning disability services
- provide a person centred planning service

Conwy Connect
Person Centred Planning Service

We help people to:

- make friends and form relationships
- feel good about themselves
- get the right support
- put the person who wants a plan at the centre
- facilitators support network

What we can offer:

- facilitators to help people with their plans
- PCP awareness training
- facilitator training

For more information, please contact:

Conwy Connect
Bod Alaw
10 Rivieres Avenue
Colwyn Bay
LL29 7DP

Phone or fax: 01492 536486

E-mail: conwy.connect@virgin.net

Website: www.conwy-connect.org.uk
Mencap Cymru

We are the voice of learning disability.

We campaign and provide services and support.

What do we do?

We run services that all people in Conwy can use. These are:

- a Regional Advisor, and
- the Wales Learning Disability Helpline

Regional Advisor

We have 5 Regional Advisors covering the whole of Wales. They provide information and support to people with a learning disability and their families. Your Regional Advisor for Conwy is based at:

Mencap Cymru
Unit 127, Tŷ Menai
Ffordd Penlan
Parc Menai
Bangor
LL57 4HJ

E-mail: helpline.wales@mencap.org.uk
Phone: 01248 675305

Wales Learning Disability Helpline

We provide support and information on many issues that might affect you. Phone calls to the helpline are confidential and free.

If you need someone to visit you, we will contact you within 2 working days.

We use Language Line so we can translate in over 90 languages.

To contact us, please phone 0808 808 1111.

We are open Monday to Friday 10am to 6pm, and Saturdays and Sundays 10am to 4pm. If you need help outside these hours, you can call and leave a message. We will get back to you as soon as possible. E-mail: helpline.wales@mencap.org.uk
What do we do?

We support people to:

- make choices
- to say what they want
- have the services they need
- uphold their rights
- make complaints

Who can use the service?

- any adult with a learning disability

Who can tell us they need an Advocate?

- the person themselves
- their friend, parent or carer
- their care co-ordinator

For more information, please contact:

Wirral Information Resources for Equality and Diversity Ltd (WIRED)
Unit 7, Wirral Business Park
Arrowe Brook Road
Upton
Wirral
CH49 1SX

Phone: 0844 880 1500

E-mail: contact@wired.me.uk
Llandrillo College

We offer full-time and part-time courses. The courses you can do are:

**Intro Connect**

- a 2 year full time Further Education course (4 days per week) for people who would like to improve their life skills, personal and basic skills
- for students with significant learning disabilities

**Connect 1**

- a pre-vocational further education course offering an opportunity for people who would like to develop academic, personal and social skills to progress into further training or a job. It is a full time course (3 days per week)
- for people with moderate and general learning disabilities

**Connect to**

- a course for people who would like to specialise in a vocational area, and have support with their learning

**Step Into**

- a 2 year full time course (3 days per week)
- it is a two year programme for students with a significant learning disability who plan to live independently or who are already living independently in the community.
- the course aim is to offer students the opportunity to develop essential personal, social and practical skills, that will enable learners to participate as citizens within the community and possibly within the workplace

**Steps**

- a range of part time courses for students with learning disabilities. The courses are 3 hours a week
Vocational Preparation

- a course for students with significant learning disabilities
- for students who want to improve their prospects of getting employment in the future
- this course lasts up to 3 years

The part-time courses are available at the Rhos on Sea site, Denbigh Community College and Rhyl College.

People of all ages can take courses, from school-leavers to mature students.

If you would like more information, please contact:

**Independent Living Skills (ILS)**
Llandrillo College
Rhos-on-Sea
LL28 4HZ

Phone: 01492 546666
Fax: 01492 543052

If your education needs can’t be met by a further education college, a placement at a specialist college may be applied for. Please contact Careers Wales for more details on **0800 389 9603**.
How to contact us

The Customer Care Team
Canolfan Marl
Off Broad Street
Llandudno Junction
LL31 9HL

Phone: 01492 576333
E-mail: cco@conwy.gov.uk
Text us at: 07797 870361
BT text relay service: 18001 01492 576333

Opening Hours:
Monday - Thursday - 9am - 4.45pm
Friday - 9am - 4.15pm

Emergency duty and out-of-hours team
If there is an emergency and you need to contact someone in the evening or on a weekend.

Phone: 01492 515777
BT text relay service: 18001 01492 515777