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আপনার অনুবাদ পরিষেবা বা অন্য ভাষায় এই ডকুমেন্টের একটি কপি, অডিও টেপ, অক্ষর ব্যক্তির লিখনাদির প্রণালী বা বড় আকারের মুদ্রণ প্রয়োজন হলে, অনুগ্রহ করে CWP কর্মীর একজন সদস্যের সাথে কথা বলুন বা info@cwps.nhs.uk এ ইমেল করুন

Os oes angen gwasanaethau cyfieithu neu gopi o'r ddogfen hon arnoch mewn ieithoedd eraill, tâp awdio, Braille, neu brint brasach, siaradwch ag aelod o staff CWP neu e-bostiwrch info@cwps.nhs.uk

જો તમને ભાષાંતર સેવાઓની જરૂર હોય અથવા અન્ય ભાષાઓ, ઑડિયો ટેપ, બ્રેઇલ અથવા મોટા અક્ષરોમાં આ દસ્તાવેજની નકલ જોઈતી હોય તો કૃપા કરીને CWP સ્ટાફના સભ્ય સાથે વાત કરો અથવા info@cwps.nhs.uk પર ઇ-મેલ કરો

Jeśli wymagane jest tłumaczenie, lub kopia niniejszego dokumentu w innym języku, na kasecie audio, alfabetem Braille'a lub druk większą czcionką, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: info@cwps.nhs.uk

如果您需要翻译服务或者需要该文件的其它版本, 录音磁带, 盲文或大字体, 请和CWP的一位员工提出, 或者发电邮至info@cwps.nhs.uk

यदि आपको अनुवाद सेवाएँ, या इस दस्तावेज़ की प्रति किसी अन्य भाषा, ऑडियो टेप, ब्रैल या बड़े अक्षरों में चाहिए, तो कृपया CPW स्टाफ के सदस्य से बात करें या info@cwps.nhs.uk पर ईमेल करें

The information in this leaflet was valid at the date of production **August 2021** and is due for review in **August 2023**

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An introduction to your local specialist learning disability service Wirral



Information for family, friends and carers

Introduction

The Wirral Community Team have 2 bases:



The Stein Centre in Birkenhead



Millennium Centre in Leasowe

The Stein Centre is the venue for outpatient clinics in Wirral. The Millennium Centre is a staff base only with meeting rooms. Both bases have disabled access. There is car parking for visitors to The Stein Centre and The Millennium Centre.

Leaflets with detailed directions are available - for a copy, please telephone us on the number below.

Assessment and treatment services are also provided in the locality. Detailed information booklets on this service is available - for copies, please telephone us.

The Stein Centre

St Catherine's Hospital
Derby Road
Birkenhead
Wirral
CH42 0LQ

Millennium Centre

Twickenham Drive
Leasowe
Wirral
CH46 1PQ

Tel: 0300 303 3157 Monday to Friday 8.30am -5pm

Fax: 0151 488 8034

Who is this service for?

The Wirral specialist learning disability service is for adults from the age of 18 who have a learning disability, live in Wirral and meet the eligibility criteria. For information about the eligibility criteria please contact The Stein Centre.

Making a referral to the service

Anyone can make a referral to the Wirral specialist learning disability service. For example: a person with a learning disability, a carer, social worker, residential care staff, day service staff, GP. Please contact The Stein Centre for further details about making a referral to the service.

When a new referral is received it is discussed at a team meeting, and the most appropriate member of the team is allocated to work with the person.

Usually the team member will carry out an assessment to establish the person's specific needs. This may take place in the person's home, day service or place of work. If necessary, the team member will also talk to anyone who supports the person; this could be family, day centre staff or care staff.

The community team

The role of the community team is to support people with learning disabilities to lead full and healthy lives within their local community. The team is made up of health professionals who specialise in working with people with learning disabilities.

The members of the team work together to plan and provide a range of services for people with learning disabilities who may be experiencing additional needs. These needs may include: mental health difficulties, complex health needs, communication difficulties, physical difficulties, challenging behaviour, epilepsy, autism, and specialist support for forensic issues.

The team also provides specialist information, advice and training for family carers and support staff.

On pages 4&5 are brief descriptions of the roles of each community team member. For more detailed information, please contact us and ask to speak to the relevant professional.

Further information

Comments, concerns and complaints

Capturing your feedback is really important to us. We have feedback volunteers who may give you a call as your experience helps us to continually improve our services.

If you would like to make a formal complaint about any of our services there is a formal complaints procedure that you can follow.

A leaflet about how to make a formal complaint is available from any staff team or unit, from the PALS officer or you can contact the complaints manager on 0800 195 4462

Protecting and sharing information

This leaflet gives details about the personal information we collect from service users including:

- health records and personal details
- why we keep this information
- where this information is stored
- confidentiality

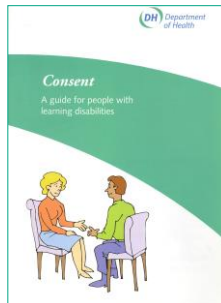


Consent

This leaflet gives detailed information and guidance about all aspects of seeking and giving consent.

It has been written by the Department of Health and is also available in an 'easy-read' format.

For copies of these leaflets please contact us.



Feedback and getting involved

Patient Advice and Liaison Service (PALS)

Our PALS officer can offer:

- information and advice about any of our services
- support and advice to help sort out any problems you may have with our services
- information about how to make a complaint

You can contact PALS:



by telephone on 0800 195 4462



by Email: cwp.pals@nhs.net

For a PALS information leaflet please ask a member of staff.

Getting Involved

CWP has recently developed an Involvement Strategy which has been developed with service users, carers, staff and governors.

The strategy includes all involvement from care planning to service design and sets out the way CWP will involve the communities it serves.

For further information about Getting Involved please contact the Participation and Engagement worker on: 07825 522 489



Members of the community team

Community learning disability nurses

Community learning disability nurses have a range of knowledge and skills which they use to provide specialist healthcare, advice, support and treatment for people with learning disabilities. They can also offer training in areas such as autism, epilepsy, mental health and medication, complex health needs, and challenging behaviour.

Health Facilitators

Health Facilitators support people with learning disabilities to access general health services. A large part of their role is to provide training to GP's, hospital staff and carers to raise awareness of the health needs of people with learning disabilities. They can also work with people who have complex health needs.

Psychiatrists

Psychiatrists provide assessment, diagnosis and treatment for people with learning disabilities who may experience difficulties with their mental health. They advise each person's GP about prescribing medication and monitor the person's progress. They can also help assess and treat people with learning disabilities who have epilepsy.

Clinical Psychologists

Psychologists help people with learning disabilities and their carers understand and cope with any psychological problems the person may have. They can do this directly with the person, or indirectly with the support of the person's carers and other professionals. Psychologists can help to identify the best types of support that might reduce any distress and improve the person's quality of life.

Care managers (social workers)

Care managers offer advice, information, support and assistance to people with learning disabilities and their carers. They assess needs and determine access to services e.g. day services, respite care. They work closely with other staff in the team in order that the most suitable services are provided.

Members of the community team

Speech and language therapists

Speech and language therapists assess all aspects of communication. They give support to people with learning disabilities and provide advice and training to their carers. They also identify and provide treatment and support to people with dysphagia (difficulties with eating, drinking and/or swallowing).

Occupational therapists

Occupational therapists assess the impact of a person's learning disability on their ability to carry out daily activities, and give advice to promote independence. They also work with people with a range of complex physical and mental health needs and use specialist approaches such as sensory integration and engagement in meaningful occupations (the things that the person likes to do, that makes them feel good and keeps them well) to address behavioural needs.

Physiotherapists

Physiotherapists work with people who have complex and multiple physical difficulties, respiratory and neurological disorders. They can complete specialist assessments in aspects of movement, seating, positioning, mobility and respiratory care and provide appropriate interventions. In addition they are able to assist during assessments for specialist equipment and offer training and advice to staff and carers.

Intensive Support Service (ISS)

Intensive Support is a specialist function of the Community Learning Disability Team to help people stay out of hospital whenever possible. This service is aimed at individuals who are experiencing breakdown or experiencing crisis that places them at risk of admission. The focus is on early intervention to prevent crisis from happening or getting worse.

Policies and Procedures

The community team staff work within learning disability and trust policies and procedures which are available for you to view and download from our Internet site at www.cwp.nhs.uk.