Doncaster Community Health Team for Learning Disabilities.

Information for families and carers
Useful contact numbers

General enquiries: 01302 796467

Duty nurse number: 01302 796145

Fax: 01302 796231
About our service

Learning disability (LD) is a lifelong condition that affects the way a person understands information and how they communicate. It is a global disability affecting the person’s abilities to cope with most aspects of everyday living. For this reason it differs from specific difficulties such as reading and writing problems and dyslexia.

Specialist community health services support people who have a learning disability and their families and carers to help them maintain the best quality of life. The Doncaster Community Health Team for Learning Disabilities Service is made up of a number of professionals who work together in small teams to support positive health and wellbeing outcomes for our client group. The team includes learning disability nurses, support workers, behavioral therapist, psychology, psychiatry, occupational therapy, physiotherapy, and speech and language therapy.

Our offices are at the Onyx Centre, on the Tickhill Road Hospital Site.

Why might someone need the Community Health Team for LD Service?

The team is here to support adults with a learning disability and their carers get the help they need. People access our service when they have questions such as:

• Does the person I care for have a learning disability?
• Do they have other problems associated with learning disability?
• How can I ensure their physical health and mobility are looked after?
• How can I get help with the mental health problems they may have?

• How can I get support for their communication or swallowing difficulties?

• Can I get help to support them to manage more independently?

• I am struggling to cope with their behaviour, can I get help to manage risk?

Social support
Because we are a health team we cannot provide help with accommodation, benefits, or access to employment or education. If you need help with these matters or have a safeguarding issue you wish to report please contact the Community Adult Learning Disabilities Team (Social Services) who are based at the Mary Woollett Centre, Danum Road, Doncaster, DN4 5HF. Telephone: 01302 737855.

The Community Health Team
The team provides specialist health and wellbeing input to adults with a learning disability whose needs cannot be met by mainstream services. Dependent on need, the team may offer direct work, indirect work with carers and families or joint working with other professionals.

The team supports specialist input across a number of care pathways including:

• Physical health
• Communication and swallowing difficulties
• Mental health and emotional wellbeing
• Challenging behaviour
• Mental capacity and best interest assessments
• Staying safe and risk management

How to refer
Anyone can make a referral. However, it is important to discuss issues with the person affected where possible and help them understand why help is being sought. The GP can make a referral on your behalf, as can any health professional who has contact with the person.

You can also contact the service directly yourself by telephoning 01302 796467. Someone will take all the details they need to make a referral from you over the phone.

What happens after the referral?
All referrals are discussed at a meeting to decide which part of the team is best able to meet the person’s needs. The service user will then be contacted by the relevant team to make arrangements to visit them at their home to start the assessment process.

Where ever possible the workers will visit the service user and their family or carers at home. However parts of the service are only provided at the Onyx Centre so some people will be asked to attend appointments there instead.
More information about who is in the service

Community Learning Disability Nursing

Our nursing staff provide care management to people with multiple or complex health care needs. There is a focus on preventative care and maximising people’s health through the use of health assessment tools and Health Action Plans. Community Learning Disability Nurses can provide more specialised assessment and care planning in relation to people with specific conditions or genetic syndromes.

For urgent support and advice, a duty nurse will be happy to take your call between 9am and 5pm on 01302 796145.

Health Action Team

This team supports people to access mainstream health services and health screening. This is achieved through the work of an Acute Liaison Nurse who works closely with the Doncaster Royal Infirmary delivering training and support to staff in relation to learning disability awareness and mental capacity, the Liaison Nurse encourages staff to meet all the persons health needs by making reasonable adjustment prior to and during admission. The Liaison Nurse promotes the use of the Hospital Passport, a system for ensuring patient has safe and individualised care.
The Primary Care Liaison Nurse supports GP practices to identify patients with a learning disability. The role facilitates health checks and screening and raises the profile of the health needs (including dementia) of people with a learning disability.

**Behavioural Outreach Nurse**
Works with service users whose behaviour places them at high risk of self-harm or harm to others. Careful assessment leads to positive behavioural support plans and risk management. These are used to support positive outcomes for service users in partnership with their carers.

**Psychiatry**
Specialist psychiatrists working with this population not only offer treatment for severe mental illness, but also for a wide range of other mental and physical health problems such as autistic spectrum / other neurodevelopmental disorders and epilepsy.

A wide variety of treatments are available, including medication, psychological and educational interventions. Most specialist mental healthcare for people with learning disability is delivered in community settings, but for a minority who have a more moderate to severe learning disability and challenging behaviour, there is a need to manage risk by facilitating admission to an inpatient service.
Clinical psychology
Psychologists work to reduce psychological distress and to enhance and promote psychological wellbeing. They work with issues such as challenging behaviour and mental health problems. They also assess the needs of people with learning disabilities. Consultancy and training with carers or other professionals is also offered to help develop a psychologically informed understanding of need that improves care planning and risk management.

Speech and language therapists
The Speech and Language Therapy service for adults with learning disabilities provides assessment, diagnosis and interventions for difficulties with communication and/or eating and drinking skills. Much of the intervention or therapy is provided indirectly through families or professional carers. The Speech and Language Therapy Team provides a range of training in eating and drinking skills and all areas of communication, promoting the philosophy of a “total communication” approach.
Physiotherapy
Provides prevention, treatment and management of disease and disability using physical approaches, thereby promoting health and wellbeing for all. Physiotherapists in LD are experts in the assessment, analysis of movement and function, and they can use a whole range of skills, techniques and concepts. Service users are provided with timely and individualised and clinically effective care, including preventative care, screening, assessment, treatment and advice to alleviate pain, maximise function and promote self-management.

Occupational therapy
Occupational therapists work with learning disabled people of all ability levels to support occupation in education, employment and independent living. They are experts in occupational wellbeing, assessment of function and activity analysis, working alongside carers, families and health and social care professionals to provide a person centered approach.
Community Assessment and Intensive Support team (CAIS)

CAIS is made up of specialist nurse, a support worker and an Approved Mental Health Professional (AMHP). They provide a more intensive service for people whose presentation continues to challenge carers due to a range of issues, including:

- Significant mental health problems.
- Severe challenging behaviour.
- High risk behaviours that have come to the attention of the Forensic Services.

CAIS follows best practice in order to:

- Provide wrap-around support to the individual, their families and paid carers.
- Help to maintain the individual’s placement when appropriate.
- Support the management of risk for the people who present the most complex challenges.
- Prevent out of area placements, as far as possible.
- Prevent inpatient admission, as far as possible.
- Provide support for people who have been detained for inpatient assessment and treatment and ensure they receive the aftercare they need.
CAIS work alongside other specialists within the Community Health Team to help service users achieve positive outcomes.

Write down any questions you want to ask

.................................................................................................................................................................
.................................................................................................................................................................
.................................................................................................................................................................
.................................................................................................................................................................
.................................................................................................................................................................
.................................................................................................................................................................
.................................................................................................................................................................
.................................................................................................................................................................
.................................................................................................................................................................
.................................................................................................................................................................
.................................................................................................................................................................
.................................................................................................................................................................
.................................................................................................................................................................
.................................................................................................................................................................
.................................................................................................................................................................
.................................................................................................................................................................
.................................................................................................................................................................
.................................................................................................................................................................
.................................................................................................................................................................
.................................................................................................................................................................
.................................................................................................................................................................
I would like information about: (please tick)
Healthy eating □  Local activities □  Carers’ groups □
Psychology □  Psychiatry □  Makaton □  Social services □
Benefits and allowances □  Sexual health □

Other useful services and numbers:
Community Adult Learning Disabilities Team (Social Services):
01302 737855.

Citizens Advice Bureau: 01302 735221

www.citizensadvice.org.uk

British Institute of Learning Disability: http://www.bild.org.uk/

Challenging Behaviour Foundation: http://www.challengingbehaviour.org.uk/

MENCAP: http://www.mencap.org.uk/

National Autism Society: http://www.autism.org.uk/

NHS Choices: http://www.nhs.uk/Livewell/
Childrenwithalearningdisability/Pages/
Childrenwithalearningdisabilityhome.aspx
How to make a comment or complaint:
As a service user, carer, or relative, you may not always know where to go for help or information. It can often be a worrying or confusing time, especially when you, or someone you know, is unwell. This is where the Patient Advice and Liaison Service (PALS) comes in.

What does PALS do?

- Helps resolve concerns or problems when using the NHS
- Provides information about the NHS complaints procedure and how to get independent help if a patient wants to make a complaint
- Informs patients/service users about how they can get more involved in their own healthcare and the NHS locally
- Improves the NHS by listening to patients’ concerns, suggestions and experiences.
PALS contact details
By telephone on 0800 015 4334 during normal office hours, Monday to Friday (excluding public bank holidays).

In writing to the following address:

Patient Advice and Liaison Service, Rotherham Doncaster and South Humber NHS Foundation Trust, Woodfield House, Tickhill Road Hospital site, Weston Road, Balby, Doncaster, DN4 8QN

By email to pals@rdash.nhs.uk.

By fax to 01302 796003.

For more information about this and other RDaSH services go to: www.rdash.nhs.uk
How to find us
The LD service is based at the Onyx Centre on the Tickhill Road Hospital site.
This information is correct at the time of publishing
Last Reviewed: July 2014