

The Croydon Joint Community

Learning Disability Team



Arranging support and specialist health services for
Croydon's adults with learning disabilities

Who are we?

We are the team that arranges support for adults with a learning disability living in Croydon, and their carers. We work with people aged 18 years or over.

What does 'learning disability' mean?

This means that a person is much less able or slower than others to learn new tasks. They can find it harder to manage on their own without support from others. Some people with a learning disability may have other disabilities too, such as epilepsy or a physical disability.

Who is in the team?

The joint community learning disability team is made up of social services and health staff.

We work together and share information to help support people with their lives.

The workers in our team include:

- care managers
- chiropodist
- community learning disability nurses
- dietician
- independent living officers
- occupational therapist
- physiotherapists
- psychologists
- psychiatrists
- speech and language therapists



What types of support can we provide?

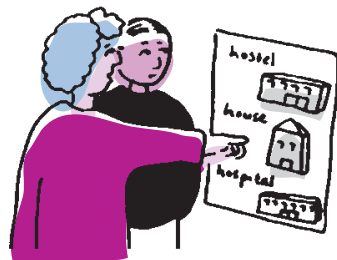
These are just some examples, but we can help with other problems too.

We can:

- Help people with a learning disability to live independently by arranging for support in their own home and in the community.



- Arrange support at home or short breaks away for people who live with carers.
- Arrange for people to move to supported housing, or to other accommodation, such as residential care.
- Support people with a learning disability with special health needs.
- Support people with a learning disability who may have a mental health problem, such as anxiety, depression or difficulties managing their behaviour.



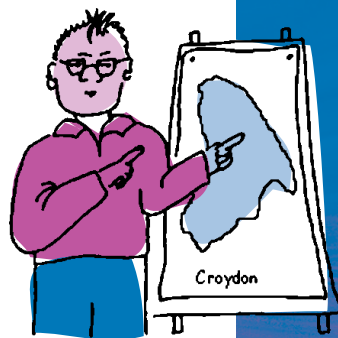
- Help people who have a physical disability, as well as a learning disability, to keep as active as possible.
- Help people with a learning disability who have eating or weight problems.

Can I use the service?

You can use the service if:

- You have a clear and permanent learning disability and need support to manage your life.

- You have special health needs, which your own doctor cannot help you with.
- You live in Croydon or have always been supported by Croydon. If another council already gives you support, they may continue to support you.
- You are over the age of 18.
- You are the carer of a person with a learning disability who lives in Croydon.



How do I get help from this team?

If you would like specialist health or social services support, you can telephone, send a letter, email or visit us. See page seven of this leaflet for contact details.

What happens next?

- We will arrange an initial assessment to make sure that our service is the right one for you. We will tell you about help that is available from other organisations and groups.
- We will work out how urgent and serious your problem is and will help you as soon as we can. If your problem is less urgent or serious, you may need to wait for support.



- We will decide which member of our staff is the best person to help you.
- A team member will see you to find out more about your support needs and carry out a longer assessment.
- We are responsible for providing social services that meet 'eligible needs'. This is explained in the leaflet called 'Fair Access to Care Services' (FACS).
- We will draw up a care plan and organise support for you. Or, you may be able to have money instead, to choose and pay for your own support.
- The council will carry out a financial assessment to see if you must pay anything yourself towards the cost of your support.
- We will listen to your views and your carer's views while working with you. If you need an interpreter, or help with communication, we will arrange this.
- We will keep personal information to ourselves. If we need to share information with people outside the team, we will talk with you about this first.

- We keep records about the people we help. You will be able to see your records if you wish. You can get further information about how to see your records from anyone in the team.

Compliments, suggestions and complaints



We welcome your views. Please let us know if you have received a good service, or if you have ideas for making it better.

If you are unhappy with our service, you can make a formal complaint. Please ask us about this.

Where is the joint community learning disability team based?

Rees House,
2 Morland Road,
Croydon, CRO 6NA.

If you want some help from anyone in the team

Please contact us on the social services for adults number: ☎ 020 8726 6500
or email: ✉ Referral.team2@croydon.gov.uk

If you **already receive a service** from us and need to get in touch:

Contact your worker

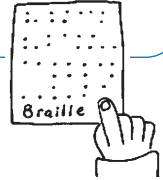
on this number: 

Contact this number if your worker is not available:



Other formats

If you need this information in a different format, such as Braille, please get in touch.



Other languages

French

Ces informations sont disponibles en Français. Veuillez contacter l'adresse ci-dessous.

Portuguese

Esta informação está disponível em português. Por favor, contacte o endereço abaixo.

Turkish

Buradaki bilgileri Türkçe olarak bulabilirsiniz. Lütfen a_a_daki adresle temasa geçiniz.

Albanian

Kjo informatë është në përdorim edhe në gjuhën Shqipe. Ju lutemi kontaktoni adresën e poshtshënuar.

Somali

Macluumaadkan oo af Somali ku qoran baad helikartaa. Fadlan, cinwaanka hoos ku qoran la xirii.

Tamil

இத் தகவல் தமிழில் உள்ளது. அதைப் பெறுவதற்கு கீழ் தரப்பட்ட விலாசத்தில் தொடர்பு கொள்ளவும்.

Urdu

یہ معلومات اردو میں دستیاب ہیں۔ براۓ مہربانی مندرجہ ذیل پتے پر رابطہ کیجئے۔

Chinese

這些訊息備有中文翻譯，如欲索取，請聯絡以下地址：

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਵਿਚ ਮਿਲਦੀ ਹੈ। ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਹੇਠਲੇ ਪਤੇ 'ਤੇ ਮਿਲੋ, ਲਿਖੋ ਜਾਂ ਫੋਨ ਕਰੋ।

Gujarati

આ માહિતી ગુજરાતી ભાષામાં પ્રાપ્ય (મળે) છે. મહેરબાની કરી નીચેના સરનામે સંપર્ક કરો:

Visit Access Croydon, Taberner House, Park Lane, Croydon, CR9 2BA.

Contact us on:  020 8726 6000