

Ceredigion County Council **Social Care**

# Ceredigion **Community Team** for people with **Learning Disabilities (CTLD)**



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

**...taking care to make a difference**

**Large Print or other format/medium  
are available on request**

**please telephone**



**01545 574000**



**or Email**

**contact-socservs@ceredigion.gov.uk**

**Porth Gofal Office Hours:**

**Monday – Thursday: 8.45 a.m. – 5.00 p.m.**

**Friday: 8.45 a.m. – 4.30 p.m.**

You can find information about services provided by  
Ceredigion County Council on our website at:

**[www.ceredigion.gov.uk](http://www.ceredigion.gov.uk)**

and/or

Hywel Dda University Health Board website:

**[www.pdt-tr.wales.nhs.uk](http://www.pdt-tr.wales.nhs.uk)**

# **Ceredigion Community Team for people with Learning Disabilities (CTLD)**

## **A Partnership between Ceredigion Social Care and Hywel Dda University Health Board.**

### **What does the C.T.L.D. do?**

We are a specialist team who will help to meet the health and community care needs for people with learning disabilities. To do this we will have to make an assessment of your needs. Following this assessment we may provide the following services.

We provide the following services:

- Accommodation Development
- Community Nursing
- Consultant Psychiatry (Doctors)
- Occupational Therapy
- Physiotherapy
- Psychology
- Social Work and Care Assessors
- Speech and Language Therapy
- Support for people living on their own
- Liaison with other statutory and voluntary services e.g. housing agencies, Department of Social Security and General Practitioners
- Liaison with employment agencies
- Liaison with residential, day, respite and family aide services
- Psychology and Behaviour Service

## How do I contact the CTLD?

You, or someone calling on your behalf (friend, family member, carer, etc.), with your permission, will need to telephone Porth Gofal on:



**01545 574000**

The Porth Gofal Officers will take detailed information from you. Details will include your name, address, telephone number, date of birth, GP, Ethnic Origin, Religion, what your health issues are and what activities you are finding difficult (full details described in the 'How to access our Services' Information Leaflet).

**If you contact the Department on behalf of someone else, it is very important that they are aware of this, and that you get their full permission before you telephone us. Porth Gofal will ask you to confirm this.**

The information you have provided will then be passed to the CTLD, where a member of the team will contact you in due course.

## STAFF WHO ARE INVOLVED IN YOUR CARE

Name	Job Title

**Your Care Co-ordinator is:**

\_\_\_\_\_

**Ceredigion County Council wholeheartedly supports the principle of equality and recognises the importance of fair access and actively promotes equality of opportunity for all service users and carers.**

## **Advocacy Service**

There is an Advocacy service available and where possible we will arrange for someone to help you put your point across in your dealings with us if you are not able to do this yourself and don't have family or friends to help you.

**Ceredigion Independent Professional Advocacy (CIPA)** can assist if you (or your carer) are over 18 years of age, live in Ceredigion and are currently having an assessment or review of their care and support needs or have a safeguarding concern.



**0800 206 1387**

**Advocacy West Wales** provides an Independent Mental Health Act Advocacy Service (IMHA) for both people in the community and for informal patients at Morlais Ward, Glangwilli Hospital, Carmarthen.



**01437 762935**



[www.advocacywestwales.org.uk](http://www.advocacywestwales.org.uk)



[admin@advocacywestwales.org.uk](mailto:admin@advocacywestwales.org.uk)

**TPG Cymru** provides help to children and young people to make sure that they have their rights respected and have their voices

heard. They can provide information, advocacy, representation, advice and support.



**0808 1682599**



**01545 571865**



[midandwestwales@tgpcymru.org.uk](mailto:midandwestwales@tgpcymru.org.uk)

## **Information Sharing and Confidentiality**

Any information that you give us will be kept safe and confidential. We will not disclose your information to anyone not involved in your care without your consent (unless we are obliged to do so by law or there are exceptional circumstances, such as your safety and/or the safety of others).

## **Emergencies**

If you need urgent help outside the opening times of the Porth Gofal (as stated on the inside cover of this leaflet), please contact our Out of Hours Emergency Team on:



**0300 4563554**

## **Representations/Complaints/Comments**

If you are unhappy about any of our services, or about the way you have been treated, you should initially discuss this with the Team Manager of the Team you have had contact with. We hope that the problem can be resolved at this stage.

If however you are still unhappy, you can take the matter further by making a formal complaint. Ceredigion Social Care has a complaints procedure.

If you think we have done something well, you can also tell us.

For Social Care ask for 'Are we getting it right? Do you have any Comments, Complaints or Compliments?' leaflet.

Other leaflets detailing the different services offered by Ceredigion Social Care are available on request from Porth Gofal. For further information please telephone:



**01545 574000**



We would welcome any comments you have with regard to the content and layout of this leaflet and/or the service you have received. Your views are important so that we can monitor and improve the quality as required. Please could you take time to complete the following:

Name: .....

Address: .....

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Tel. No: ..... Date: .....

Leaflet received from:

.....

My compliment or complaint:

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(Please continue on a separate page if you need to)



Send this page to:

The Complaints and FOI Team  
Canolfan Rheidol  
Rhodfa Padarn,  
Llanbadarn Fawr,  
Aberystwyth  
SY23 3UE

**Thank you for your comments**