

Ceredigion County Council **Social Care**

Community Support Services

...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

Reviewed December 2019

Community Support Services

Community Support Services aim to provide meaningful, high quality, fulfilling experiences and opportunities for adults with Learning Disabilities that will increase choice, promote independence and enable access to local communities.

Current Service Structure

Community Support Services are currently provided from three Community Support Bases which are located in the North, Mid and South of the County.

Service Provided

Service users will receive:

- A programme based on individual needs and choice
- Appropriate support to access opportunities
- An annual review to be undertaken by the Community Team for Learning Disabilities
- Access to further education
- Work experience if staff ratios allow
- Gender-to-gender support for emergency personal care needs wherever possible
- A keyworker to ensure the delivery of an outcome-based person-centred service

Current Service Level

Community Support Services are currently being provided for over 110 adults with Learning Disabilities in Ceredigion.

Method of Access

Referrals for a Community Support Service are received from the Community Team for Learning Disabilities. A referral will be made by a Care Assessor or Social Worker from within this team following a Comprehensive Assessment and completion of a Care Plan.

Further information about Community Support Services and Supported Employment

For general information about Community Support Services and Supported Employment contact the Community Support Services Development Manager:



01545 572735

For further information about Community Support Services in the North of the County contact the Community Support Base Manager:



01970 624907

For further information about Community Support Services in the middle of the County contact the Community Support Base Manager:



01570 423157

For further information about Community Support Services in the South of the County contact the Community Support Base Manager:



01239 613293

For further information about a Comprehensive Assessment and access to Community Support Services contact Porth Gofal:



01545 574000

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



admin@advocacywestwales.org.uk

TGP 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

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:

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My compliment or complaint:

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



Send this page to:

Porth Gofal
Canolfan Rheidol
Rhodfa Padarn
Llanbadarn Fawr
Aberystwyth
SY23 3UE

Thank you for your comments