

Learning Disability Care

Learning Disability is a long-term health condition that affects the way a person learns new things. Persons living with Learning Disability may find difficulties understanding information and how they communicate. Thus, they may find it difficult to understand new or complex information, learning new skills and coping on their own. In the United Kingdom it is estimated that about 1.5 million people have a Learning Disability. Around 350000 people are believed to have a Severe Learning Disability.

How we can support you (Learning Disability Customers):

We will work with other professionals who support you and your carers/family to ensure that you receive the support and care you need and prefer.

You can expect to be supported and cared for by trained, knowledgeable members of staff.

We will support you through referral for assessment, which would include referral to your GP, and for an assessment of need under the Care Act 2014.

We are aware of different local pathways for customers diagnosed with Learning Disability and will follow them to ensure your care meets local standards.

We will offer information in a format that is easily accessible and understandable to help you make your own decisions.

If we assess that you can benefit from access to a trained advocate, we will share information that helps you make a choice with you.

We may offer information on self-help or support groups or one-to-one support, and provide support to you where required, so that you can access this support.

We may assess the physical environment where you are cared for in terms of personal space, décor, lighting and noise in relation to any impact on you or your loved one and make appropriate changes where practicable.

We will be alert to any issues of physical health, lack of physical activity, or changes in eating and drinking and report these to your GP if there are concerns.

We will maintain awareness of difficulties regarding social interaction and offer support, where appropriate, in making or supporting friendships and relationships.

We will be respectful when offering care and support; We will take time to build trusting relationship with you and you loved ones; we will work at your own pace and understanding.