

How to contact us.

We accept referrals from all agencies.

Parents and carers can refer through their GP, Social Worker, School or other professionals for children and young people that are registered to a GP in the Fylde and Wyre area

We would ask that as much information as possible is within the referral to help our referrals team process the referral efficiently. We do not have a specific referrals form, however request information to be clearly typed on headed paper.

Our service works in episodes of care, therefore should your child or young person have been known to us in the past parents/ carers are able to self refer.

Please contact the relevant team, should you require any further information

Fylde and Wyre

In the interim all enquiries should be addressed to:

Child & Adolescent Learning Disability Service
Ground Floor, Lytham Hospital,
Warton Street,
LYTHAM
FY8 5EE

Tel: 01253 956514/952964

At the Learning Disability Service we are also keen to receive feedback about what you thought of our service.

Compliments

We are always happy to hear if you have been pleased and satisfied with the service and treatment provided. If you wish to send a compliment to any of our staff or services please do so. You can send a card or letter or ask a member of staff for a compliments form.

Resolving problems

We want everyone to receive the highest standard of care. If you feel we have not achieved this please let us know. Your comments and complaints can help us to improve our service.

Making a complaint

If your problem cannot be settled informally by talking to a member of staff then you may wish to make a complaint. Please remember that your complaint will be treated in confidence, details will not be filed in your medical records and it will not affect your treatment in any way.

There are several ways for you to make a complaint. You can ask the staff you see to provide you with a form to complete or you can write, email or phone the Customer Care team. There details are given below:-

The Customer Care Department
Lancashire Care NHS Foundation Trust
Sceptre Point
Sceptre Way
Walton Summit
Preston
PR5 6AW
Telephone : 01772 695315 or
Freephone 0808 144 1010
E-mail: customer.care@lancashirecare.nhs.uk



**Lancashire &
South Cumbria**
NHS Foundation Trust

The Children and Adolescent Learning Disability Service Fact Sheet

**Information for
parents/carers of children and
young people**

What we do...

What is the Children and Adolescent Learning Disability Service?

The Children and Adolescent Learning Disability Service is a team of Healthcare professionals that provide assessment, support and advice to children and young people up to the age of 18 who have moderate to severe learning disabilities and their parents and other carers; this can be on a variety of physical, emotional and behavioural health issues.

We work in partnership with other services from health, education and social care to ensure a holistic approach is used for every family. We are also able to provide a consultation service to other professional regarding our service should this be needed.

Our service and the work we do are in line with professional guidelines, government directives and up to date research.

The team includes:

Registered Nurses specialised in Learning Disability and children's nursing,
Clinical psychologists,
Consultant Psychiatry

We believe that early intervention can help parents and carers to manage difficulties that are encountered on a daily basis.

The team is committed to working in partnership with parents and carers, the Local Authority Social Care and Education, as well as the Voluntary Sector in order to support families and educate others to help children and young people manage their every day.

We currently offer two approaches to interventions;

- Clinical psychology support is offered primarily within a consultation role provided through special schools.
- Specialist input directly from the team to the child and their family, Interventions can be offered to support the child within the school and/or home environment

The teams work closely with in Special Education provisions in the area which assists with early identification of need and interventions that are consistent between the home and school. As well as providing supporting evidence towards the Education, Health Care Plan, should the child be known to our service and be in need of this

We provide specialist support to children with moderate, severe and profound Learning Disabilities.

Our assessments are carried out by qualified professionals, and we plan our interventions around each individual child or young person.

What kind of issues can we help with?

The Learning Disability Team work with individuals, families and schools to assess and identify need.

The following are some of the issues that we can support with:

Behaviours that challenge

Emotional literacy

Anger management

Anxiety

Sleep

Sensory preferences

Toilet training – where there is a behavioural element

Puberty, personal relationships and sexual health

Keeping safe

Family sessions