



## Health and Social Care

Help and support for people with learning difficulties HSC11

This information is for people with learning difficulties. It's for people over 18 years old.



It's about how we find out if we can help you.

It explains the sort of help you might get. There is a list of who else might help.

If you want help for younger people and children with learning difficulties telephone 0117 903 8250.



### How to contact us:

Telephone 0117 922 2700

Fax 0117 903 6688

Web site [www.bristol.gov.uk/learningdifficulties](http://www.bristol.gov.uk/learningdifficulties)

## How we find out if we can help



We'll meet you.

Lots of people need our help. It may be some time before we can meet you.

We'll ask you questions about your life and the help you need.

It's called an assessment.



You can have someone with you at the assessment. This could be a friend, partner or relative.

Or you can ask us to get someone to be with you. They're called advocates. They'll help you tell us what you want.

We'll write down what you need and if we can help. We'll give you a copy.



We'll make sure you get any help we offer.

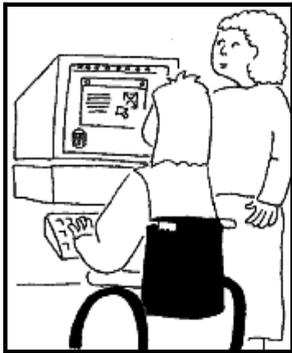
After a while, you may not need to see us anymore. We will always tell you how to contact us again.

## Help that you might get

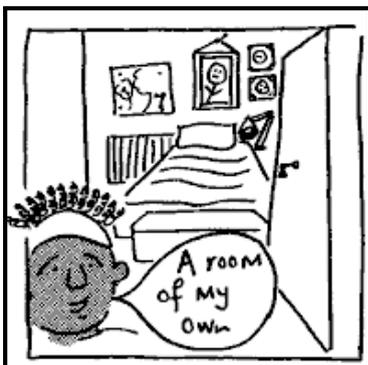


### **Day Services**

Places for you to go, things to do and new people to meet during the day.



**Finding training or a job.**



### **Supported living**

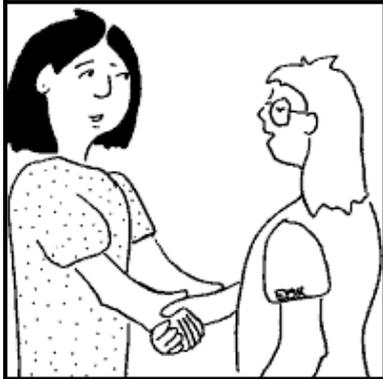
A home of your own, but help when you need it.

### **Residential care**

Somewhere to live if you need a lot of care and support.

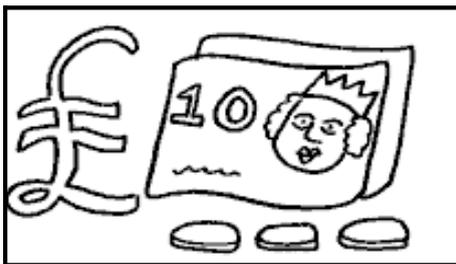
## Help that you might get

### Respite



If you agree, we can try to arrange for you to have a short stay with someone else. This can be good for you and your carer.

### Paying for help

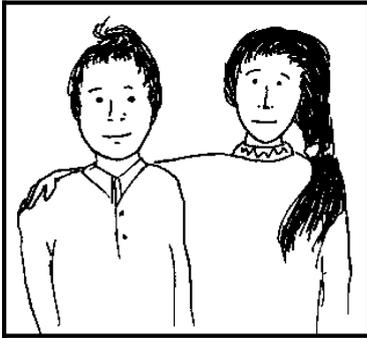


We'll tell you if you'll need to pay for help and how much it will cost.

Most costs are based on the money people have.

If you need to pay for help, we'll help you to find out if you can get any more money.

## Other places to get help



### **WECIL**

#### **Advocacy Services**

**Telephone 0117 903 8900**

Advocacy help for disabled people having an assessment.

### **Connexions**

**Telephone 0117 987 3700**

Help for 13 to 19 years old to find education and training.

Connexions can sometimes help people with learning difficulties until they're 25.



### **Mencap**

**Telephone 0808 808 1111**

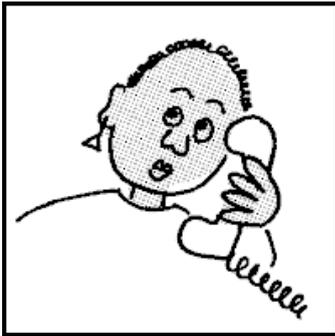
Advice and help about lots of things. Calls are free.

## Other places to get help



### **Peer Support Service** **Telephone 0117 941 2534**

A day service where people with learning difficulties decide what happens and how the centre is run.



### **Respond** **Telephone 0845 606 1503**

Advice if you're worried about sexual abuse or if it's happening to you.

**West of England Centre for  
Inclusive Living (WECIL)**  
**Telephone 0117 903 8900**  
Advice, information and support.



**Help for someone who is  
looking after you:**

**The Princess Royal Carers  
Centre**  
**Telephone 0117 965 2200**

**The Black Carers Project**  
**Telephone 0117 914 4492**

## What to do if things go wrong

Tell your social worker if you're unhappy about the help we give you.



You should also tell them if you don't like the things people are doing to you or saying to you.

They'll do their best to sort it things out.



If you're still unhappy contact our **Complaints Manager**

**Telephone 0117 9874222**

**SMS text: 0781 050 6593**

**Do you need this information in a different format like in symbols, audio tape or computer disk, or in a language other than English? Telephone 0117 903 7651**

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This leaflet's pictures are from the CHANGE picture bank.



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