

What we do for adults with a learning disability



Easier to read guide
www.kent.gov.uk/learningdisability

**Kent
County
Council**
kent.gov.uk



This publication is available in alternative formats and can be explained in a range of languages.

Please call 03000 41 61 61 or text relay 18001 03000 41 61 61 for details.

Images from photosymbols

Issue 4 : April 2015



hello

We would like to tell you about what Kent County Council can do for you. You may need to have a needs assessment to see if you can get some of these services - see page 24 .

There are other organisations who offer services that can help you. We have included some of those too.



home

living independently3



travel

getting around7



life

live life to the full 11



work

finding employment 13



advice

help for carers and more 15

home



We want people to live safely in their own home and be as independent as possible.

We can do this by:



Giving you a direct payment.

A direct payment lets you choose and buy support to meet your care and support needs. If you qualify to get help from social services, ask about direct payments.

Helping you to live independently.

We can put monitors in your home, such as a button to raise an alarm, a smoke or a flood alarm. There are apps for mobile phones and gadgets to make life safer and easier.



This is called 'assistive technology'



Making it easier to get around your home.

If you have trouble getting around your home or need to make it safer and easier to use, you can get help with this.

This might be changes to your kitchen or bathroom such as an adapted tap or a grab rail for the shower.



If you need big things such as a shower room and you have a low income, you may be able to get help with these.

There is also specialist equipment for people who are deaf or have problems with their sight.



We can help you become more independent with supported accommodation.

People with learning disabilities should be able to decide where they live.

You might want to live in supported accommodation.

This could be a flat, a bungalow or a shared house.

Support workers can be there to help you learn new skills and become more independent.



If you have a care manager ask them about supported accommodation - if not see page 24 for needs assessments.



Short breaks for people with learning disabilities.

Sometimes we all need a short break (you might call this respite care).

Short breaks let carers have a break from caring.

They also give the person with a learning disability the opportunity to try new things and become more independent.



They can include daytime, evening and overnight breaks and can take place in the home or in a residential or community based setting.

For a list of short break services go to:



Website: www.kent.gov.uk/careservices

travel



We can help you with getting around.

This might be a bus pass or a blue badge.

We will also tell you where to get more help with travel.

Disabled person's bus pass



A disabled person's bus pass lets you travel for free around Kent.

You can also apply for a disabled person's companion bus pass. This lets someone travel with you if you need help getting around.

Telephone: 03000 41 83 83



Website: www.kent.gov.uk/buspass



Blue badge parking

If you are disabled you might be able to get a blue badge.

This normally lets you park for free in a bigger car space. The spaces are nearer entrances to buildings.



Email: bluebadgeteam@kent.gov.uk



Website: www.kent.gov.uk/bluebadge



Community transport and Shopmobility

Many areas have community transport services for people who have difficulty using public transport. These include door-to-door transport and trips to shopping centres. See your local council for more information.



Kent Karrier

Kent Karrier is a dial-a-ride service. It will take you from your home to set locations, such as the nearest town centre or supermarket.

All services are operated with wheelchair accessible vehicles and our experienced drivers will give you all the help you need.

You must join the scheme to be able to use it. It costs £5 per year and a small fare for each journey.

Carers or companions can also travel. They don't need to be members but will need to pay the journey fare.

For more information see our website: www.kent.gov.uk and search 'Kent Karrier'.



Or telephone : 03000 41 35 67



Travel help for people receiving help from adult social care services

If you receive a service from us, then transport will be looked at when you have a needs assessment. Many people make their own travel arrangements, but some might need support with this.

Talk to your care manager for more information.



Travel training

Travel training helps you learn how to use transport more independently.

If you would like to know more talk to your care manager.



life

The Good Day Programme has been set up to support people with a learning disability:

- choose what they want to do during the day, evenings and weekends
- meet people with similar interests
- have support when and where they need it
- provide a step to employment
- have the chance to lead a full and active life.



Website: www.kent.gov.uk/learningdisability



Changing Places toilets

These are in most Gateways, sports centres and town centres. They have fully accessible facilities.



Website: www.changing-places.org

Libraries



Our libraries are a welcoming and safe place to visit.

We have:

- 'Easy Access Collection' books
- 'Books Beyond Words' using pictures to explain difficult things
- 'Bag Books' for people with profound learning disabilities.



In our larger libraries we have computers with Boardmaker software.

This lets you make easy to understand information with pictures.

There are lots of other things to do at your local library. Visit us for more information.

work



We can support you to look for a job.

We can also help to make sure you get the benefits you are entitled to.



Kent Supported Employment

They can give support for people with a disability who are looking for a job.

They have employment advisors who can meet with you and provide help to prepare you for work.



They can help you:



- prepare a C.V and complete application forms
- search and apply for jobs
- learn interview skills and support you at interviews
- make sure you are treated fairly.

Once you are in work you can have further support from a job coach to:



- travel to work independently and safely
- settle into and learn your new job role
- check that you and your new employer are happy
- learn new tasks and new skills.



Website: www.kent.gov.uk/kentsupportedemployment

The website has an online form and telephone numbers for where you live.



advice

We can help you find the information you need to support your independence.



Carers' help

We value carers very much. Sometimes they need a break from caring, or they might need support themselves. Carers can get a carer's assessment to see if there are ways to make life easier for them (see page 24).

There are support groups for carers and other services across Kent.



Website: www.kent.gov.uk/carers

If you do not have access to a computer you can use one at our larger libraries.



Kent Carer's Emergency Card

Carers have told us that when they leave the person they care for, they are worried about what would happen if they were taken ill or involved in an accident.

The Carer's Emergency Card helps give peace of mind.



It is credit card sized so it can be carried at all times. It has a reference number which tells our contact centre who that person cares for, so they can be looked after in case of an emergency.

See the website to find out more.



Website: www.kentcarersemergencycard.org.uk



Being heard

It is important that you are treated fairly and the same as everyone else.

To do this we work with an organisation called Advocacy for All. They help people with a learning disability have a voice and be listened to.

They can offer independent help and advice when you need it.



Telephone: 020 8300 9666



E-mail: kentinfo@advocacyforall.org.uk



Website: www.advocacyforall.org.uk



Keeping safe

Abuse is when someone says or does something to hurt you or make you feel bad.

It can be for many different reasons. Someone might spend your money without asking, does not help you when you need help, might hurt you or take advantage of you.

The most important thing is to tell someone if you think you are being abused or a person you know is being abused.



Telephone: 03000 41 61 61



Website: www.kent.gov.uk/adultprotection



If you think someone is in danger, this is an emergency.
Please call the police on: 999



Kent Learning Disability Partnership Board

The board is a group of people with learning disabilities and those working with them.

They meet to talk about issues which affect people with learning disabilities such as health, safety and housing.



There are also local groups in each area. They have regular meetings and are good places to meet other people and get information.

What they do and where they meet is on their website.



Website: www.kentldpb.org.uk



Money

If you would like to know more about what benefits you might be able to get, how to plan for the future and paying for care services there are places that can help.

The Money Advice Service

This website has been set up by the government. Some of the things it tells you about are;



- choosing the right care services
- finding a financial adviser
- work
- benefits and pensions
- budgeting
- debt and borrowing
- homes and mortgages.



Website: www.moneyadvice.org.uk



Charities and organisations

There are national and local organisations who can give you advice or may organise groups in your area.

Mencap

Organisation giving information and advice for people with learning disabilities.



www.mencap.org.uk



0808 808 1111

Avenues Group

A charity which gives information, advice and support to people with learning disabilities.



www.avenuesgroup.org.uk



Mental Health Services

There are a range of mental health services in Kent that help people towards mental health wellbeing and recovery.

If you or someone you know is in need of assistance or care you can make a referral to start receiving our services and support.



Website: www.liveitwell.co.uk



Comments, complaints and compliments

You can tell us:

- if you think we can do something better
- when we have done something wrong
- when we have done something well.



You should tell your care manager or support worker first.

If you want to contact our complaints team:

Telephone: 03000 410 410

Text relay: 18001 03000 410 410

How to get a needs or carer's assessment



To get Kent County Council services you will need a needs or carer's assessment.

The assessment will take place over the telephone or face to face.



You will be asked questions to see if you can get our services.

There are charges for some of our services.



Telephone: 03000 41 61 61



Textphone: 18001 03000 41 61 61

Find out more



If you would like to know more you can contact us below.

Or you can visit any of the Gateways listed on the back.

Our larger libraries have computers where you can use the internet to search for more information.



Telephone: 03000 41 61 61



Website: www.kent.gov.uk/careandsupport



Email: social.services@kent.gov.uk



Textphone: 18001 03000 41 61 61

Visit your local Gateway

Gateways are places that have a range of services you can use or ask for more information.



Ashford Gateway Plus

Church Road, Ashford, TN23 1AS

Tenterden Gateway

2 Manor Row, Tenterden, Kent, TN30 6HP

Dover Gateway

71 Castle Street, Dover, CT16 1PD

Thanet Gateway Plus

Cecil Street, Margate, CT9 1RG

Gravesend Gateway

Civic Centre, Windmill Street, Gravesend

Tonbridge Gateway

Tonbridge Castle, Tonbridge, TN1 2AB

Maidstone Gateway

Maidstone House, King Street
Maidstone ME15 6JQ

Tunbridge Wells Gateway

8 Grovesenor Road, Tunbridge Wells,
TN1 2AB

For opening times: www.kent.gov.uk/gateway or telephone: 03000 41 41 41