

# Social Services for Adults

## Services for people with learning disabilities



November 2003

Sutton and Merton   
Primary Care Trust



Services for Adults are here to help people over the age of 18 at times when they need support and intervention. We aim to provide or arrange services to enable people to live in their own homes and to remain part of their community.

### **How do Social Services help people with a learning disability?**

If you are a person with a learning disability who lives in the London Borough of Merton or you are placed or supported by Merton Council you can ask for help and support from a team of specialist Health and Social Workers. These workers can assess your needs and offer support and advice to people with a learning disability and their carers.

There are rules governing who gets help and support from Social Services. A separate information leaflet 'Guide to social services for adults' gives more information about who qualifies for help.

## **What kinds of services are available?**

- Merton team for people with learning disabilities
- Day opportunities
- Employment advice
- Supported living
- Help to live at home
- Residential care
- Respite care
- Carer support.

Services for people with learning disabilities work in close liaison with many others including housing providers, schools/colleges, the voluntary sector, employment advisers, primary and secondary health providers.

## **What happens if my needs change?**

We will assess your needs, how your needs have changed and how well the services we are arranging meet your current needs. If your needs have changed, we may adjust the service you receive.

## **Is help available for my carer?**

Carers are entitled to an assessment in their own right. A separate information leaflet 'How to get help if you are looking after someone' is available. If you would like a copy of this leaflet please contact Merton Learning Disability Team on 020 8545 4490.

## **How can I contact services for people with learning disability?**

Services for People with Learning Disability  
42-44 Russell Road  
Wimbledon  
SW19 1QL.  
Telephone 020 8545 4490

## **Where can I get more information?**

For further advice and information contact Social Services or:

CareConnect  
Merton Civic Centre  
London Road  
Morden  
SM4 5DX  
Telephone: 020 8545 4710

CareConnect is a local information service providing confidential, free and impartial information about Social Services, health care services, voluntary organisations and private care agencies.

## **Sharing Information**

As we work in partnership with the Health Service and other agencies to provide a package of services, there is often a need to share your personal information with other organisations involved in your care.

If necessary we may ask you to sign a form giving us permission to share your personal information with other organisations. For your own protection or for the protection of other people we may, on rare occasions, share information without your permission. We will inform you if this happens and explain the reasons why.

Merton Housing and Social Services departments has a policy on gaining access to information held about you in your file. You have the right to see this information if it was recorded after 1st April 1989. There is normally a £10.00 administration charge for this service unless you are in receipt of certain social security benefits.

If you would like to see the information that has been written about you, you can apply in writing to:

The Customer Services Officer  
Housing and Social Services  
Merton Civic Centre  
London Road  
Morden  
SM4 5DX  
Telephone: 020 8545 3509

## **Data Protection**

Any personal information you provide on forms will be handled in accordance with the Data Protection Act 1998 and will only be used for the purpose identified on the form.

## **Helping us to help you**

We welcome feedback about our services from the people who use them. If you have any comments, complaints or compliments about Social Services or would like to see a copy of any records Social Services keep about you, please contact:

The Customer Services Officer  
Housing and Social Services  
Merton Civic Centre  
FREEPOST SEA  
London Road  
Morden SM4 5DX  
Telephone: 020 8545 3509  
Fax: 020 8545 3637  
Web: [www.merton.gov.uk/complaints](http://www.merton.gov.uk/complaints)

## **Useful contacts**

### **Citizens' Advice Bureau (C.A.B)**

This organisation offers free, impartial, independent, confidential advice and information on most subjects.

Mitcham office - telephone: 020 8288 0450

Morden office - telephone: 020 8715 0707

You can request further copies of this leaflet by telephoning 020 8545 3475.

[www.merton.gov.uk](http://www.merton.gov.uk)

If you would like more information in your own language,  
please contact us at the address shown in the box below.

Albanian Nese deshironi me shume informacion ne gjuhen tuaj, ju lutemi te na kontaktoni ne adresen e dhene ne kutine me poshte.

Arabic إذا أردت معلومات إضافية بلغتك الأصلية الرجاء الاتصال بنا في العنوان المدون ضمن الإطار أدناه.

Bengali যদি আপনার নিজের ভাষায় লেখা আরও তথ্য চান তাহলে দয়া করে আমাদের সঙ্গে যোগাযোগ করুন, তলার বক্ সে আমাদের ঠিকানা রয়েছে।

Chinese 如果你需要用中文印成的資料，  
請按低端方格內提供的地址與我們聯系。

Farsi اگر مایل به اطلاعات بیشتر به زبان خود هستید، لطفاً با ما از طریق آدرس زیر تماس بگیرید.

French Pour tout renseignement complémentaire dans votre propre langue, veuillez nous contacter à l'adresse figurant dans l'encadré du bas.

Gujarati જો તમને તમારી પોતાની ભાષામાં વધારે માહિતી જોઈતી હોય, તો કૃપા કરીને નીચે અંતમાં આપેલા ખાનામાં દર્શાવેલા સરનામે અમારો સંપર્ક કરો.

Punjabi ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਵਿਚ ਹੋਰ ਜਾਣਕਾਰੀ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਹਿੱਥਾ ਵਰਥੇ ਹੇਠ ਲਿਖੇ ਖਾਨੇ ਵਿਚ ਦਿੱਤੇ ਪਤੇ 'ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

Somali Hadii aad u baahan tahay faahfaahin intaa kabadan oo ku soobsan afkaaka hooyo ama Af Somali fadlan lana soo xiira cinwaanka hoos ku qoran.

Spanish Si usted desea mas informacion en su propia lengua, por favor contactenos en la direccion al pie del formato.

Tamil உங்கள் மொழியில் மேலதிக தகவலைப் பெற விரும்பினால், அடியிலுள்ள பெட்டிக்குள் தரப்பட்டுள்ள விவரத்தில் எம்முடன் தொடர்பு கொள்ளுங்கள்.

Urdu اگر آپ اپنی زبان میں مزید معلومات حاصل کرنا چاہتے ہیں تو براہ کرم ہم سے اس پتے پر رابطہ قائم کریں جو کہ نیچے کے بکس میں درج ہے۔

Information is also  
available in large print,  
in Braille and on tape.

Public Information Officer  
3rd Floor, Merton Civic Centre,  
Morden SM4 5DX Tel: 020 8545 3475

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