

Residential Services for Adults with a Learning Disability



Introduction

The City and County of Swansea's Social Services Learning Disability Services provides a range of residential services to adults with a learning disability. This factsheet gives brief details of the different services and what they offer.

All our residential services are registered with the Care and Social Services Inspectorate for Wales (CSSIW).

How do I access services?

To access the residential services described in this factsheet you will first need to request an assessment. If you already have a care manager please contact them directly.

If you do not currently have any contact with Social Services, telephone the Intake and Assessment Team on **01792 636519**. They will offer advice and information and if needed pass your details to the Community Support Team or Integrated Hub. A care manager from the Community Support Team or an Integrated Hub will come and talk to you and your carer or advocate. They will spend time getting to know you, and find out about any difficulties you may have. This is called an assessment.

Your needs, and how best to support you, will be agreed with you and your carer or advocate. This is written down and called a care plan. You and your carer will be given a copy of the care plan to keep. The care plan will tell you the support agreed.

A review of your needs and how these are to be met will be undertaken annually.

The ethos underpinning service delivery is in line with the Social Services and Well Being (Wales) Act 2014, progression and co-production. This approach starts with the individual, not the service and should take

account of your personal circumstances, personal outcomes, strengths and capabilities, barriers and risks.

Respite Services

We aim to provide respite services which are flexible and responsive. We offer short breaks for individuals which provide a meaningful and supportive experience. This also supports carers to continue in their caring role supporting those they care for at home.

There are currently two residential respite services:

Alexandra Road Respite

Alexandra Road Respite Home,
70-72 Alexandra Road,
Gorseinon,
Swansea SA4 4NU.

Alexandra Road consists of two semi-detached houses in Gorseinon that have been renovated into one building.

We offer planned short breaks for adults aged 18 years with a learning disability who may have complex behaviours and require a residential respite service.

The service has a dedicated staff team who have received a wide range of training and are experienced caring for individuals who may have higher support needs and complex behaviours.

Alexandra Road offers a range of in-house activities including beauty sessions, arts and crafts, table top games, cookery, gardening, bird watching, relaxation sessions and use of sensory equipment and technology.

Where possible the service also supports those staying with us to take part in social opportunities, visiting the local community

such as cafés or park. However this may be limited due to the complexities of the individuals accessing the service.

Tŷ Cila Respite

Wimmerfield Ave,
Killay,
Swansea SA2 7DA

Tŷ Cila is a single storey building situated in Killay which provides planned respite for younger adults aged 18-64 who have a physical disability or learning disability with complex health needs. Tŷ Cila also provides respite on an emergency basis providing the individual meets the criteria and the service can support the individual's needs.

The service has a large staff team who have the experience training, skills and knowledge to care for individuals with a variety of complex needs and a physical or learning disability.

Individuals are supported to access the community for shopping trips, coffee and the occasional meal out. We have transport available for a short period two days a week and depending on staff resources we have trips to the beach, pub, shopping etc.

In-house activities on offer include relaxation sessions in our sensory room, beauty sessions, arts and crafts, music sessions and wi fi access.

Emergency and temporary accommodation

Maesglas Community Support Unit

Maesglas House,
Maesglas Road,
Gendros,
Swansea SA5 8BH

Maesglas CSU provides temporary residential accommodation for up to 10 individuals at any one time. The service is for adults 18 years and over with a learning disability though we can also support adults with additional needs such as dementia, epilepsy or physical disability.

There may be a variety of reasons why someone can no longer remain in their current accommodation, so Maesglas CSU can offer both planned and emergency placements. The service is open 24 hours a day, 7 days per week.

As well as providing temporary accommodation the established trained staff team at Maesglas will work with the multidisciplinary Community Support Team to assist and support individuals to move on to permanent accommodation appropriate to that person's needs.

Other information from Social Services which you may find useful

Factsheets

- *Social Services: Care and Support Assessments for Adults*
- *Support for Carers of Adults and Carer's Needs Assessments*
- *Day and Community Services for Adults with a Learning Disability*

For copies of these factsheets, please ask your care manager or phone 01792 636902.

Website

www.swansea.gov.uk/learningdisability

Swansea Social Services and personal information

When you are in touch with Social Services, we will keep information about you in written records and computer files. We will keep this information confidential, except where we need to share it with people providing you with care, or to protect you or other people.

You have a right to ask to see records we keep about you.

We can give you more information about how we handle personal information. Phone 01792 636902 for the factsheet *Your Personal Information*.

Comments and complaints

We welcome any comments about our services – good or bad. We are interested to hear how we could do things better, and we like to know when we are doing well.

If you are unhappy with the services you receive, we encourage you to make a complaint. Full details are given in the factsheet '*Making a comment, complaint or compliment about Social Services*.' For more advice or information about making a complaint, you can contact our Complaints Officers on 01792 637345.

This information is also available in alternative formats, such as large print, on audio CD, in Braille, or electronically. Please phone 01792 636902 for copies.