

# Newcastle Community Team Learning Disability

## Patient Information Leaflet



## Introduction

This leaflet provides information about the Community Team Learning Disability (CTLD). If you are not sure about anything in this leaflet please ask a member of staff.

## What we do

We work with adults who are 18 years and over. We work with people who find it hard using mainstream services or who have specific mental health, physical health and challenging behaviour needs due to their learning disability.

## How to be seen

We have an open referral system. This means anybody can refer for themselves or somebody else.

The person being referred must agree to the referral being made.

Referrals can be made:

- by phone or letter
- in person
- by completing a referral form available from Benton House

When a referral is made we can:

- talk to you about what we can do to help
- ask you if you are happy for us to work with you



You can say **yes**



You can say **no**

**It's up to you**

If someone has to make a decision for you because you cannot make it yourself they must decide what is in your best interest

To work out what is in your best interest, they must listen to what you want, ask people who know you and make sure you are involved.

All referrals are made to the CTLD team and the team decide who would be the best person to work with you.

## The team



### **Speech and Language Therapists**

Work with people who need help:

- communicating and understanding through speech or other means
- with eating and drinking



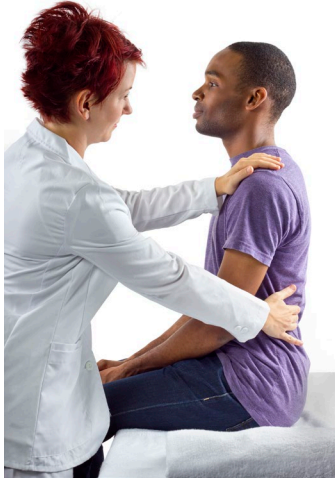
### **Community Nurses**

Provide advice, support and treatment for people who have a variety of physical and mental health care needs. We also work with people who have challenging behaviour using a positive behavioural approach.



### **Clinical Psychologists**

Provide assessment and treatment for a wide range of challenging behaviours, emotional problems and mental health problems.



## **Physiotherapists**

Provide treatment for physical health conditions around mobility and postural management.



## **Psychiatrists**

Are doctors who provide assessment and treatment of mental health problems.



## **Non-medical Prescribers and Pharmacist Independent Prescribers**

Can prescribe and review your medication or tablets.



## **Occupational Therapists**

Work with people to help them with everyday activities. We give advice on equipment to help at home, ways of coping with living skills or using activities to help you structure your day.

## How can we help?

- We talk about what is important to you.
- We talk about what you want to change.
- We talk about things you can do with our help.
- We help others look after you in the way you want.

The team work with you on your mental health, physical health and offer Positive Behavioural Support. Positive Behavioural Support is a way of working with someone with challenging behaviour, and those around them, to find out the meaning behind their behaviour and think of better ways to manage it. This might include teaching a new skill to replace the behaviours or thinking of ways that the environment can be changed or adapted.

The Team work in a variety of settings including homes, day centres, hospitals and clinics. Sometimes we:

- see people on their own
- see people with their parents, paid carers and staff teams
- carry out group work
- speak to you and other professionals
- work with other professionals from social services, education and the voluntary sector
- give information or provide training
- offer general advice

The Team is unable to offer an out of hours emergency response service.



### **Training CTLD**

CTLD offers a range of to staff teams, parents or carers who support people who have a learning disability.

## How to contact us



Community Team Learning Disability  
Benton House  
136 Sandyford Road  
Newcastle upon Tyne  
NE2 1QE

**Telephone: 0191 210 6868**

**Email: [CTLDAdmin@cntw.nhs.uk](mailto:CTLDAdmin@cntw.nhs.uk)**

## Problems, complaints or suggestions



Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust has a complaints policy. If you want to complain we will give you a leaflet to explain how to, or you can talk to a member of staff.

If you think there are things we could do to make our service better please tell a member of the team.

## Where are we?



**Entrance:** from Sandyford Road, off Portland Road

**Nearest bus:** Arriva – 6, 306, 308  
Go North East – 58, 307, 309, 310  
Stagecoach – 38

**Nearest Metro:** Jesmond Metro

**Centre hours:** Monday – Thursday, 8.30am - 5pm  
Friday, 8.30am - 4.30pm

For further information contact Traveline  
Tel: 0191 20 20 747  
Website: [www.traveline.info/](http://www.traveline.info/)



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, BSL or other languages). Please contact the Patient Information Centre Tel: 0191 246 7288

Published by the Patient Information Centre  
2023 Copyright, Cumbria, Northumberland, Tyne  
and Wear NHS Foundation Trust

Ref, PIC/136/0722 July 2022 V6

[www.cntw.nhs.uk](http://www.cntw.nhs.uk) Tel: 0191 246 7288

Review date 2025



@cntwnhs



CNTWNHS