

Floating support for people living with learning disabilities



Who is the floating support service for?

Our service is for all people with learning disabilities, aged 18 and over, who are Hammersmith & Fulham residents and who may also have the following:

- Sensory impairment
- Hearing, speech or/and sight loss
- Mental health problems
- Autistic spectrum disorders
- Challenging needs
- Physical disabilities
- Housing problems
- Drug and/or alcohol problems
- Chronic illness i.e asthma, diabetes,
- Working with mothers who have a learning disabilities

What is a floating support service?

We are a flexible service, providing support as and when it is needed and that we withdraw the service when it is no longer required.

The floating support service is offered to residents with learning disability living in their own homes and enables them to gain skills and confidence to improve and develop skills to maintain their independence,

It is not a service to do things for residents, but is a service about people taking control of their lives and making their own decisions.

Who can get a service?

All applicants must meet the Learning Disabilities Fair Access to Care Service (F.A.C.S) criteria - the guide produced by the Department of Health 2003 that tells us how we can decide who is eligible for adult social care. There are four levels of eligibility - critical, substantial, moderate and low.

In Hammersmith & Fulham we provide services for people who have 'critical, substantial and greater moderate needs'. For more information about who can have services, you can

- search for FACS on the council's website www.lbhf.gov.uk
- telephone h&f advice on 0845 313 3935.
- email h&fadvice.care@lbhf.gov.uk

How can I get a service?

A referral has to be made to the learning disabilities team. If you meet the criteria for learning disabilities, you can then be referred to our service. Referrals can be made by anyone including yourself, family, carers, advocates and social workers. If the person is self referred, two members of the learning disabilities information and assessment team will interview, assess and give a start date if the referral is successful.

What happens if I cannot get a service?

If unsuccessful, you will be told why and then supported to find the service which best meets your needs.

How much support is offered?

People can have anything from 1 hour per week to 14 hours per day.

As people gain skills the service will:

- move them on to more appropriate accommodation with less support hours or
- see residents at a reduced time for each session or
- residents may move on without our service.

We want

- To offer support that is person-centred.
- To offer support based on our commitment to 'Valuing people', which sets the standard for service delivery for people living with learning disabilities.
- Ensure equal access to all services.
- To help people to live independently in their own home or in supported housing.

Our goals are that service users can be supported in the following:

- Participate in their community.
- Develop independence and communication skills.
- Take control of their life including making decisions and saying what they want.
- Be able to manage and keep their money.
- Get help with paying bills, budgeting, benefits and shopping.

- Be supported with filling in forms and letters.
- Be supported to keep well, healthy and safe.
- Be supported to going/making appointments or meetings.
- Be helped with housing, including moves, how to report repairs and know their responsibilities to the landlord.
- Be supported in handling disputes.
- To be supported to help people to keep in contact with family and friends.
- Be supported to seek meaningful opportunities i.e college.
- Engage with leisure activities and work.
- Understand and enjoy their rights and responsibilities.
- Receive support to exercise choice and control over life and life style.
- Support given to stay safe.
- Be offered help to develop life skills such as learning to cook, clean.
- Be supported to access other services like mental health and drug and alcohol.
- Be involved with telling us what is good and what is bad about the service.
- To work with us so we can make the service better.
- Be treated with respect

and most importantly

- Be involved and are listened to!

We will support you with



Your money

Budgeting/paying bills



Holidays



Help you in moving

Help in where you live
Help in managing disputes



Education and college



Support in your home



Supporting you choice



Leisure



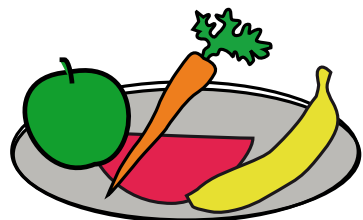
Parents with a learning disability



Fixing things in your house



Healthy eating



Shopping and cooking



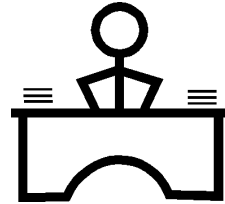
Learning new skills



Moving on



Finding work



Support with your medication



Letters, forms and telephone calls



Support you to look after your money



Keeping contact with friends



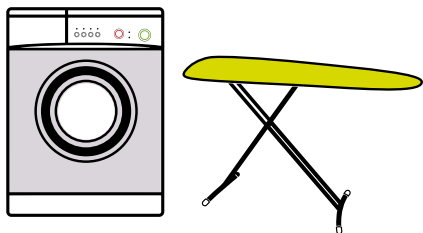
Support with appointments



Keeping contact with family



Cleaning and laundry



Access to other services



How you can help us

We welcome feedback on how we might improve our service.

If you are not happy about the services you are receiving or the way you have been treated, please talk to a member of the team. We will take your comments seriously and do our best to put things right.

If you are still not happy you can take your complaint further by contacting the:

Customer Care Manager
3rd Floor
145 King Street
London W6 9XY

Telephone: 020 8753 5101

The complaints team can provide a sign language interpreter if you need them to.

We will



- Take your details as soon as you contact us.
- Interview you as soon after that as possible.
- Listen to what you tell us.
- Respect your confidentiality.
- Respond fairly and efficiently to your enquiries.
- Make an appointment for you.
- Indicate when your case will be resolve.
- Answer the phone within five rings.
- Reply to letters within ten working days.
- Advise you about other services and agencies which may be able to assist, if we cannot help you.

Where can you contact us?



FLOATING SUPPORT SERVICE

for people living with
a learning disability

Stamford Brook Centre
14-16 Stamford Brook Avenue
London W6 0YD



tel 020 8383 6464

fax 020 8383 6465

If you would like any part of this document interpreted into your own language, or produced in large print or braille, please telephone **0845 313 3935**.

www.lbhf.gov.uk

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