

# What we do for adults with a learning disability



Easier to read guide  
[www.kent.gov.uk/learningdisability](http://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 333 5433 or text relay 18001 03000 333 5433 for details.



Images from photosymbols

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# hello

We would like to tell you about what Kent County Council can do for you. You may need a care assessment to see if you can get some of these services - see page 20 .

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



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# 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 needs. If you qualify to get help from social services, ask about direct payments.

**Making you more independent.**

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 technology to make life 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 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.

You can use your direct payment to pay towards this.



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 20 for care 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.

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For a list of short break services go to:



Website: [www.kent.gov.uk/careservices](http://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.

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## 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 333 5653



Website: [www.kent.gov.uk/buspass](http://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](mailto:bluebadgeteam@kent.gov.uk)



Website: [www.kent.gov.uk/bluebadge](http://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.



## 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](http://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](http://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.

There is more on this....

## 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](http://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.

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## Carers' help

We value carers very much. Sometimes they need a break from caring, or they might need support themselves.

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



Website: [www.kent.gov.uk/carers](http://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.

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See our website to find out more.



Website: [www.kentcarersemergencycard.org.uk](http://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: 0845 832 044



E-mail: [kentinfo@advocacyforall.org.uk](mailto:kentinfo@advocacyforall.org.uk)



Website: [www.advocacyforall.org.uk](http://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 lots of 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 333 5433



Website: [www.kent.gov.uk/adultprotection](http://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](http://www.kentldpb.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](http://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.

Our contact details are on page 21.

## How to get a care management assessment



To get Kent County Council services you will need a care management assessment.

A care management assessment is carried out by one of our staff.



They will ask you questions to see if you can get our services.

There are charges for some of our services.



**Telephone:** 03000 333 5540



**Textphone:** 18001 03000 333 5540

## 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 333 5433



**Website:** [www.kent.gov.uk/adultsocialservices](http://www.kent.gov.uk/adultsocialservices)



**Email:** [social.services@kent.gov.uk](mailto:social.services@kent.gov.uk)



**Textphone:** 18001 03000 333 5433

## Visit your local Gateway

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

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### **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

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For opening times: [www.kent.gov.uk/gateway](http://www.kent.gov.uk/gateway) or telephone: 03000 333 5658