

Section 4

Healthcare



People with learning disabilities have the same kind of health needs as everyone else. They should expect to receive a high standard of healthcare, and to be treated with dignity and respect. The following information should point you in the right direction for help with general, and more specialised health services.

This section includes information about:

Your first point of contact for health issues

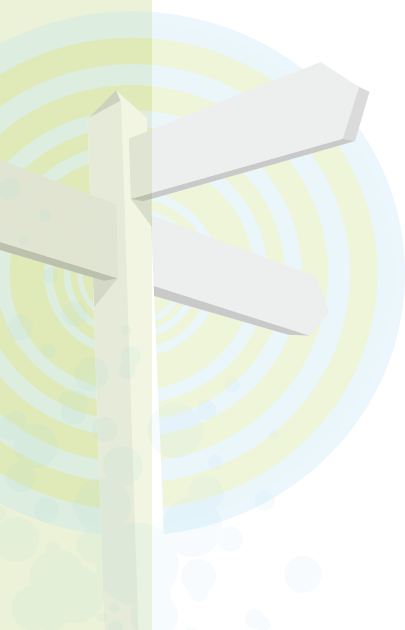
NHS Wakefield District

Health services

Hospital services

Help with health costs

Support groups



Your first point of contact for health issues

Your GP

Your local GP is the main point of contact for all health issues, and they can refer you on to more specialised services when they would be helpful.

A list of GPs in the district can be found by searching the NHS website - **www.nhs.uk/servicedirectories**

NHS Direct

Tel: 0845 46 47

NHS Direct delivers telephone and e-health information services day and night direct to the public 24 hours a day, 365 days of the year. The service is provided by qualified nurses with the knowledge and experience to give help and reassurance with any health worries.

NHS Direct also offers commissioned services to other parts of the NHS to help them meet their patients' needs.

These services include:

- out of hours support for GPs and dental services
- telephone support for patients with long-term conditions
- pre and post operative support for patients
- 24 hour response to health scares, and
- remote clinics via telephone.

Community Teams for Learning Disabilities (CTLDs)

Wakefield Family Services has four teams. These cover the north, east, south and west areas of the Wakefield District.

The teams are made up of the following people.

- **Social Workers** - Their role is to carry out an assessment of needs, care plan the services you need and visit to make sure everything is going well. They will also review your care plan regularly.

- **Community Nurses** - They carry out an assessment of health needs. They offer advice and information on how to stay healthy, and offer support on where to go when people are feeling unwell.
- **Healthcare Support Worker** - They support the Community Nurses to ensure health needs are being met. They work with people on a one to one basis or in groups.
- **Care Coordinators** – They have a similar role to Social Workers, except for undertaking safeguarding adults investigations.

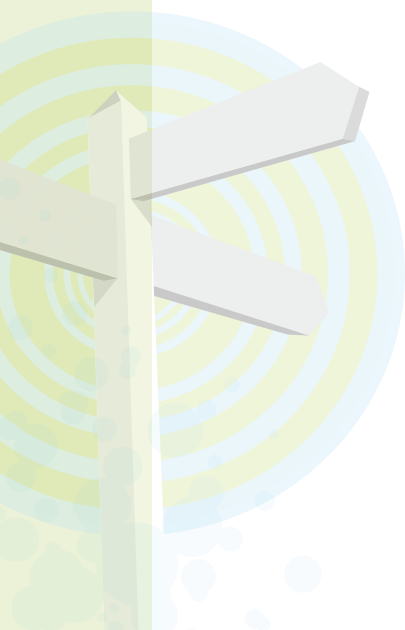
You can access the teams by contacting

Social Care Direct (SCD)

0845 8 503 503

CTLD South/East: 01924 302400

CTLD North/West: 01924 303845



Healthcare in Wakefield

NHS Wakefield District

NHS Wakefield District is the main NHS body responsible for healthcare and health promotion for people who live in the Wakefield district.

They commission (plan and pay for) any health services you might need. This includes hospitals, ambulances, mental health and other specialist services. They also agree contracts with local GPs, dentists, pharmacists and optometrists to deliver high quality services for local people.

They also provide a range of community-based health services. This includes district nursing, health visiting, sexual health and contraception services, podiatry, and child health services.

As well as making sure that services are in place if you are unwell, a big part of what they do is to help improve the health and wellbeing of local people. They tackle a variety of issues such as smoking, obesity, substance misuse, and teenage pregnancy. They also address the causes of chronic diseases such as diabetes, stroke and heart disease, and help people with long-term conditions to manage their illnesses. This helps people achieve a better quality of life.

NHS Wakefield District – Patient Advice and Liaison Service (PALS)

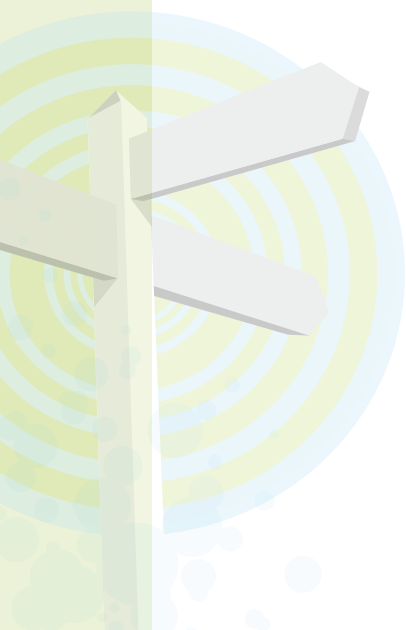
Tel: 0845 602 4832

If you would like more information about the different services provided by NHS Wakefield District and other local health-related organisations, or if you have a query or concern about a service, you can contact PALS.

If you are a patient, PALS should usually be your first point of contact. PALS is a free, confidential service that will help anyone with a query or concern, including members of the public, patients and carers as well as staff who work in GP surgeries, dental surgeries, opticians and pharmacies. If PALS is unable to help, the team will help you find someone who can.

What does PALS offer?

- a place to talk through and help you resolve any issues you may have concerning the services provided by the Health Trust
- a wide range of information about mental health and wider health issues
- Information about local services
- Information and help to access the complaints process
- links to independent advocacy and other outside agencies
- a way to share your views, positive feedback and ideas to influence and improvement of Trust services



Health services

To find local health services, please visit the NHS website - www.nhs.uk/servicedirectories or contact **NHS Direct**

- **GP services**

General Practitioners (GPs) provide general medical care and can refer you to other NHS professionals or services if necessary. As well as medicines, your GP can prescribe items such as elastic stockings, trusses and wound dressings.

Most GPs work in partnership with other doctors, supported by healthcare teams. Staff may include practice nurses, community nurses, therapists and health visitors. Many practices offer a range of services such as health promotion clinics as well as routine consultations. You may be able to request extended appointments if necessary.

For the following services, you will need to be referred through a GP or other professional:

- **Community nurses and health visitors**

Community nurses visit patients at home to give nursing care, such as changing dressings or help with personal needs. They also arrange the provision of aids and equipment for home nursing, such as continence pads, and special beds and mattresses. Community mental health nurses work with people with mental health problems. There are also nurses based in the community who work with people who have learning disabilities.

- **Physiotherapists**

Physiotherapists have specialist skills in the physical treatment and rehabilitation of people from the newborn to the elderly. They help people with a wide range of joint problems, chest conditions, incontinence, pain or movement difficulties, balance, or control of their limbs. They offer a range of therapies including exercise, electrotherapy and manipulation, to enable sick or disabled people to function at work and leisure.

- **Occupational therapists**
Occupational therapists work with people of any age with physical or mental health problems to promote their independence in caring for themselves, in employment and in leisure activities. They work in hospitals and in the community and have particular expertise and advice to offer about aids, equipment, and housing adaptations.
- **Speech and language therapists**
Speech and language therapists treat children and adults with communication difficulties from a wide range of different causes. After assessment and diagnosis, the therapist can advise on a treatment programme to maximise communication skills.
- **Chiropodists and Podiatrists**
Chiropodists and Podiatrists look after people's feet. Podiatrists often perform a wider range of treatments, including foot surgery. A GP can refer you to the chiropodist, and many GPs now have chiropodists employed part-time within their surgeries. However, most people directly approach a chiropodist themselves. You can find out how to contact your local chiropodist by contacting NHS Direct.

Pharmacy services

If you cannot leave your house, it may be possible to have your prescriptions collected and delivered to your home. Contact your local pharmacist for more details.

- **Dental care**
Maintaining healthy teeth and gums is an important part of feeling good and being healthy. Health professionals recommend that everyone go to their dentist at least once a year. There are many ways to find a suitable dentist.
 - Ask family and friends for recommendations
 - Look in the Yellow Pages or local telephone directory
 - Contact NHS Wakefield District or PALS and ask for the dental list, which includes names and addresses, opening times, and whether each surgery speaks foreign languages or has wheelchair access.

- **Community Dental Services**

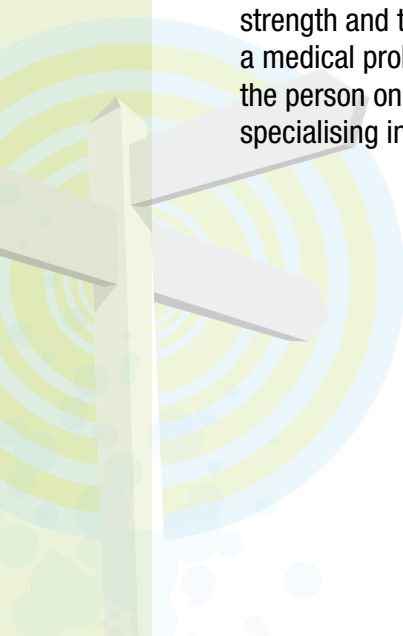
Community dental services bring dental treatment to disabled people who are unable to visit a dentist, and provide advice and education through oral health awareness sessions. General dental practitioners will also treat you at your home or temporary residence, provided your condition requires this and you are no more than five miles away from their practice premises. Ask your dental practice or **NHS Wakefield District PALS** for more information.

- **Eye care**

Regular eye tests are important for everyone – as well as checking eyesight, an eye test can also detect eye diseases early. Everyone should have an eye test at least once every two years.

An optometrist/ophthalmic optician can carry out an eye test. To find a local one, search the Yellow Pages, or contact **NHS Wakefield District PALS**.

The eye test will be free if the person is on benefits (such as Income Support or Disabled Person's Tax Credit), is diabetic or has glaucoma, or is partially sighted or blind. If they need glasses, there are vouchers available that can go towards the cost of them (how much the vouchers are worth will depend on the strength and type of lens prescribed). If the optometrist detects a medical problem when they carry out the eye test, they will refer the person on to hospital, to an ophthalmologist. These are doctors specialising in treating eye disorders.



Hospital Services

Types of appointment

If you or the person you care for uses hospital services, it will be as an outpatient, an inpatient or day case.

An **OUTPATIENT** appointment is a short appointment, needing no overnight stay. It will be for:

- a check up after an appointment
- a consultation to check up on a condition you already have
- a diagnosis.

An **INPATIENT** stay is overnight or longer.

Inpatients with learning disabilities are routinely case managed by ward or department Matrons. Their role is to oversee the patients' care experience and be a point of contact for everybody involved. The Matron is involved in the patient pathway through the hospital including discharge.

Day case stays are treatments or tests that previously involved an overnight stay, but can now be carried out in a day, such as cataract surgery. Staff should make sure you are fit enough to go home before you leave.

Planning for leaving hospital

When the person first comes into hospital, the nursing staff should work with them to complete a 'screening form'. This should identify the person's care needs, and contribute to the decision as to whether they need a Full Needs Assessment, or any other type of support like home help when they are discharged. It is important to tell the nurse about your home situation; especially where you are concerned that things will be more difficult for you when the person you care for comes out of hospital. It is also important to tell the nurse whether or not you have a Health Action Plan. It is good practise that patients with learning disabilities and complex care needs should have a discharge planning meeting.

If you need a Full Needs Assessment, a social worker from the hospital (and your current care manager if you already have one) will carry this out. They will obtain reports from nurses, consultants and other specialists who have been involved in the care of the person you care for. They will use these to put together a care package which should also take into account your needs as a carer. You also have the right to ask for a full Carer's Assessment.

Complaints regarding Health Services

See Section 3: Rights and complaints

Support after your hospital stay

After a stay in hospital, many people find that they need more help than they did before they went in. This may be because they need time to recover from a treatment, operation, or illness.

Following hospital treatment, you will be discharged when the consultant or health professional in charge of your care decides you are well enough to leave.

Your healthcare professionals will often involve you in planning your discharge. You will be able to discuss your needs, and how they will be met, to ensure you have everything you need for a full recovery.

Simple discharge - includes simple, ongoing care that does not require complex planning.

Complex discharge – If you have more complex needs because –

- you have ongoing health and social care needs that require complex planning,
- you need community care services when you leave hospital, or
- you will be discharged to a carer's home, or to a nursing or residential home.

The Discharge Planning process is what hospitals should use to make sure that patients get help and support that they need. However, this does not mean that patients or their carers should not ask for this help if they feel it is needed and they are not getting it. Please remember that you can always speak directly to a social worker or a home support assessor about any concerns or needs.

Your discharge may involve other healthcare professionals, such as your GP and Community Team for Learning Disabilities (CTLD). Organisations outside the NHS may also be involved, for example, local councils who provide social services, and the independent and voluntary sectors. This will depend on an individual's needs.

During the Discharge Planning process, wards and departments must make reasonable adjustments to enable you to have accessible information, and involve family carers and wider teams. Carers of people with learning disabilities can ask for their case to be managed throughout the hospital stay until discharge.

New initiatives ('Valuing People Now' 2009)

The white paper 'Valuing People' (2001) set out the government's vision for people with a learning disability, across a range of services based on four key principles of rights, independence, choice, and inclusion. 'Valuing People Now' seeks people's views on the priorities for the learning disability agenda over the next three years.

Your local Community Team for Learning Disabilities (CTLD) may be involved in the Discharge Planning process. Support may include:

- **Health Action Plans**

Launched in June 2009, a Health Action Plan is an accessible individual hand held plan for adults with learning disabilities, aiming to give people more control of their own health needs, improve access to mainstream health care, reduce inequalities and improve the patient experience. The Health Action Plan contains important information which will support healthcare staff to deliver person-centered care

- **Vulnerable Inpatient Cards (VIP)**

VIP cards are a new initiative for adults with learning disabilities, and can be accessed through your GP or local **Community Team for Learning Disabilities** (CTLD) via **Social Care Direct**. The VIP card provides essential information about a person and their health. This card can be easily carried in a purse, pocket or handbag, and will provide vital information in an emergency. The VIP card will improve access, care and ultimately patient experience.

• **Annual Health Checks**

The Department of Health has recommended that people with learning disabilities should be offered an annual health check at their GP surgeries. The health check will include health screening, health promotion advice, medication review and may result in referrals to other services. The annual health check will be performed by a GP or nurse with a special interest in learning disabilities, and the professional who carries out the health checks will have received learning disability awareness training. For more information, contact your local **Community Team for Learning Disabilities** (CTLD).

Specialist Health Services – South West Yorkshire Partnership NHS Foundation Trust

South West Yorkshire Partnership NHS Foundation Trust

**Address: Fieldhead Hospital, Ouchthorpe Lane,
Wakefield WF1 3SP.**

Tel: 01924 327000

Web: www.southwestyorkshire.nhs.uk

A specialist trust providing mental health and learning disability services to the people of Calderdale, Kirklees and Wakefield. They also provide some specialist services to the whole of Yorkshire and the Humber.

Services include -

- inpatient assessment and treatment for adults in Kirklees
- community based assessment and treatment for adults (e.g. doctors, psychologists, nurses)
- low secure inpatients
- low secure community - specialist health and social work assessment and treatment
- community nursing - health and social care assessment, treatment and advice for adults
- community based specialist health team – doctors, psychologists, etc.
- short breaks (respite)
- community nursing
- community outpatients clinic

Horizon Centre

Includes:

- Inpatient assessment and treatment
- Community based assessment and treatment
- Consultancy and advice

Inpatient Assessment and Treatment for adults with a learning disability:

- whose behaviour challenges services to meet their needs and/or
- who need intensive support and/or
- who have mental health problems; and
- cannot be supported in their own home or mainstream service

All referrals for the service are made by the Community Teams for Learning Disabilities (CTLDs) through [Social Care Direct \(SCD\)](#).

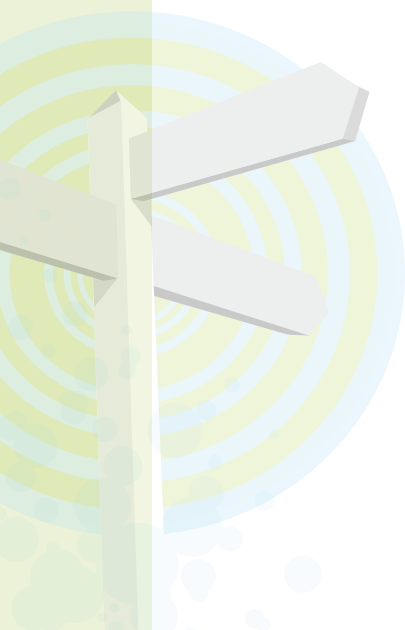
Multidisciplinary Assessments and Interventions

- **Therapeutic Interventions** - The aim is to form a therapeutic alliance focusing on person-centred approaches to care, and support and development of structured individual and group interventions which promote community access and inclusion.
- **Psychiatry** - Diagnosis of psychiatric disorder including mental illness and disruptive behaviour disorder, optimisation of medical treatment prior to rehabilitation.
- **Psychology** - Individualised psychological assessments including intellectual and personality, adaptive and social functioning, suitability for psychological treatment/therapy, insight into learning disability and where appropriate mental illness, psychological assessment of risk, support strategies.
- **Occupational Therapy** - Specific Occupational Therapy Standardised and Non-standardised Assessments of an individual's functional need. The aim is integration back into the community with least restrictive support, enabling the individual to live as independently as possible. Intervention strives to develop the individual's motivation, choices, routines, habits, roles and occupational performance.

- **Nursing** - Dedicated primary nurse and care teams. Individualised nursing assessments to inform evidence based plans of care, risk management and nurse led therapeutic interventions.

Patient Experience Group (PEG)

PEG is a consultation group of service users, family carers, paid carers and other professionals which feeds back to **Wakefield Learning Disability Partnership Board (WLPB)**. The aim of the group is to improve healthcare for people with learning disabilities in Wakefield district, and reduce health inequalities. New members are always welcome – please contact your local **Community Team for Learning Disabilities** (CTLD) via **Social Care Direct (SCD)** for more information.



Help with health costs

Most NHS treatment is free, although there can be charges for some things. However, if you meet certain criteria (such as if you are on certain benefits), you may be entitled to free treatment or financial help with the following:

- NHS prescriptions
- NHS dental treatment
- NHS sight tests
- Glasses or contact lenses
- NHS wigs and fabric supports
- Travel costs to and from hospital for NHS treatment

Only if you are claiming Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance and Pension Credit Guarantee Credit will you get automatic help with health costs.

Other benefits, such as Incapacity Benefit or Disability Living Allowance, do not entitle you to help with health costs. This is because they are not income related. If you have to pay health costs, check to see if you are in any other exemption groups. You might be able to get help if you are on a low income.

Who is entitled to free prescriptions?

You can get free NHS prescriptions if at the time the prescription is dispensed, you:

- are 60 or over
- are under 16
- are 16-18 and in full-time education
- are pregnant, or have had a baby in the previous 12 months and have a valid exemption certificate, see below
- have a listed medical condition and have a valid exemption certificate
- have a continuing physical disability which means you cannot go out without help from another person and have a valid exemption certificate

- hold a valid war pension exemption certificate and the prescription is for your accepted disablement
- are an NHS inpatient

You are also entitled to free prescriptions if you or your partner (including civil partners), receive either:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Pension Credit Guarantee Credit; or
- you are named on, or are entitled to (use your award notice as evidence), an NHS tax credit exemption certificate
- you are named on a valid HC2 certificate, see below.

What is the Prescription Prepayment Certificate (PPC)?

If you are not entitled to free prescriptions, and you think you will have to pay for more than three items in three months or 14 items in 12 months, you may find it cheaper to buy a Prescription Prepayment Certificate (PPC).

To check the cost of a PPC, you can either ring 0845 850 0030 or look in leaflet HC12 (available in some pharmacies or GP surgeries). You can choose to pay for a 12 month PPC in a lump sum or by 10 monthly Direct Debit instalments. If you pay by Direct Debit, you are entering into a commitment to pay all the instalments.

There are different ways that you can order for a PPC:

- online
- by telephoning 0845 850 0030, or
- by filling in form FP95, available from your pharmacy.

How can I claim a refund?

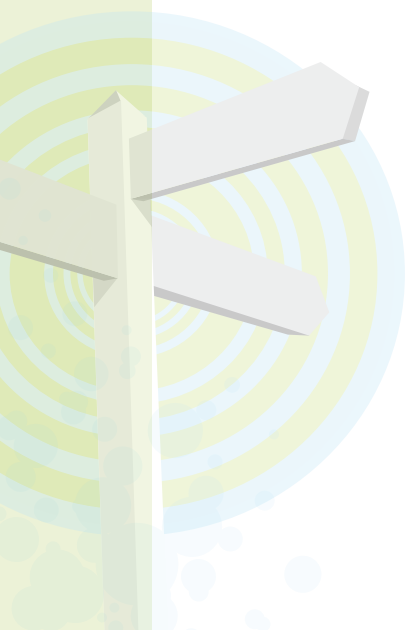
Ask your pharmacist, hospital or doctor for an NHS receipt form FP57 when you pay for your prescription, you cannot get one later. You have to apply for a refund within three months of paying the prescription charge.

If you have paid for a PPC and you become exempt from paying for prescriptions, you may be able to get some or all of the money back for your PPC. An explanation of how to do this can be found in Leaflet HC11 Are you entitled to help with health costs. (See below)

Leaflet HC11 - Are you entitled to help with health costs?

This leaflet gives you more information about your entitlement to free healthcare. It is available from central post offices or hospitals. Doctors, dentists, pharmacists and opticians might also stock them. Information is also available in other languages.

If you have difficulty in getting any of these leaflets or forms, or you require a number of copies, contact the [Department of Health \(Publications\)](#)



Support groups and organisations

Alzheimer's Society – Wakefield and Five Towns Branch

Address: 21 King Street, Wakefield WF1 2SR

Tel: 01924 373264

Email: alzheimers-soc@btconnect.com

In over 250 locations across the UK, Alzheimer's Society staff and volunteers work together to provide help and information to people affected by dementia and their carers in their communities. Branches provide both practical support and an essential point of human contact.

Services include –

- day care and home care for people with dementia
- support and befriending services to help partners and families cope with the demands of caring
- innovative 'singing for the brain' sessions
- memory-book projects
- group outings

Carers Wakefield and District

Tel: 01924 305 544

Email: info@carerswakefield.org.uk

Web: www.carerswakefield.org.uk

The association offers a confidential information and support service to carers and professionals who work with carers.

See also :

Section 1: Carers and support in the community

Second Chance Headway Centre

**Address: Pinderfields Hospital, Aberford Road,
Wakefield WF1 4DG**

Tel: 01924 212951

Fax: 01924 212951

Email: info@schc.co.uk

Web: www.schc.org

Second Chance provides slow stream rehabilitation for adults aged 16-65 with acquired brain injuries, and carries out existing rehabilitation programmes to meet individual needs. Second Chance have a support group with a day centre at Pinderfields Hospital, which provides support and guidance to survivors of head injuries and their families.

Second Chance receives some funding from Wakefield Council Family Services, but also relies on public donations and a committed team of volunteers.

The centre is open five days a week, helping people learn everyday skills they have lost, and to cope with problems arising from their condition, such as:

- communication skills - reading, writing, talking (conversation)
- memory skills - places, time, names, objects
- interests/hobbies - woodwork, crafts, computers, board games, pool, etc.
- concentration
- mobility - assistance with physiotherapy

Adaptations Assessment Team (Family Services)

The Adaptations Assessment Team provides a general community occupational therapy visiting service to people's homes. Assessments look at a person's needs in the home. They also supply equipment, look at manual handling issues and refer for minor adaptations. To access the team's services, contact **[Social Care Direct \(SCD\)](#)**