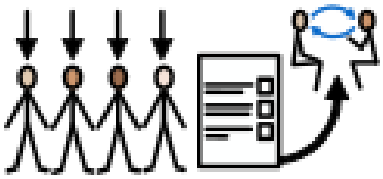
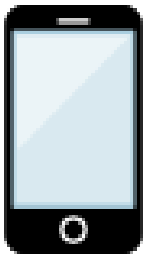
NHS
Humber Teaching
NHS Foundation Trust

Frequently Asked Questions

How can I make a referral?



We have an open referral system, which means referrals can be completed by anyone. You will find a referral form on our website.



If you need support, we can help you complete a referral form or accept your referral over the phone.

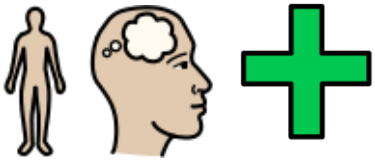
Call Townend Court if you are registered with a **Hull GP** - 01482 336740.

Caring, Learning
& Growing Together

Call Alfred Bean Hospital if you are registered with an **East Riding GP** - 01377 208800.

What referrals will be accepted?

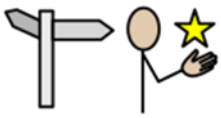
Referrals will be accepted if:



1. There is a physical or mental health need that requires **more support than mainstream services can help you with**.

AND

2. There is evidence that the person meets the criteria of having a Learning Disability



If we do not accept a referral, the referrer will be contacted to discuss why and be offered help with finding a different service.

How long will I wait to be seen?

Each team has a different waitlist and therefore waiting times will vary.

We are not an emergency service.

Once a referral has been accepted you will be put onto a waiting list. Following a referral, you will receive waiting list letter.

Waiting lists are reviewed regularly and can change if circumstances change. If there is a big change to the information you provided in the referral or triage, please contact us.

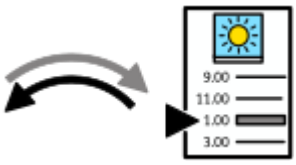
How old do I have to be to use this service?

18+

The you must be over 18 years old to use this service.

Do I have to refer myself if I am transitioning from child to adult services?

If you are receiving support in the children service they can refer you to us or you can self-refer



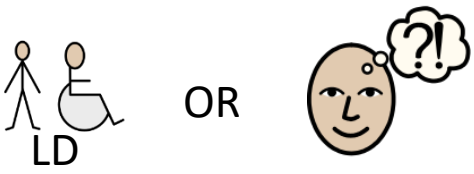
How can I change my appointment time?

For appointments with the **Hull** team, you can call Townend Court on 01482 336740.

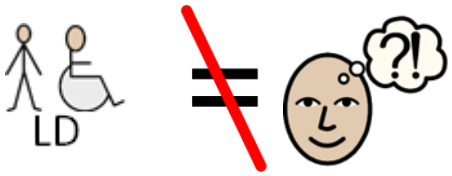
For appointments with the **East Riding** team, you can call Alfred Bean Hospital on 01377 208800.

Each day there is a member of the team on duty who is available to answer questions you may have.

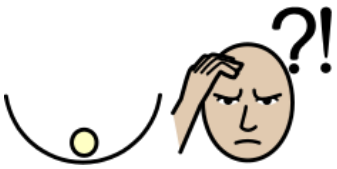
NHS
Humber Teaching
NHS Foundation Trust



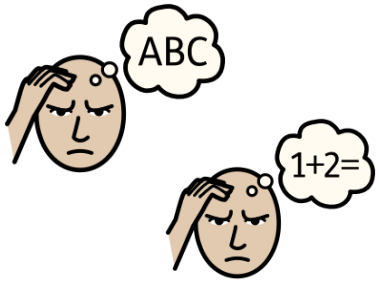
What is the difference between learning disabilities and learning difficulties?



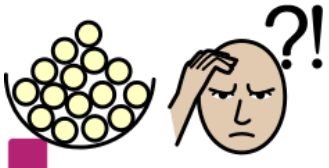
A **learning disability** is not the same as a **learning difficulty**.



People with a learning **difficulty** have problems with only **one or two** things.



Usually, some part of reading or writing or number work - something which showed up at school but it's only in that **one area that the person has difficulty**.

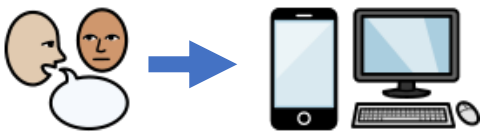


People with a **learning disability** have problems with doing **lots of different things.**

Caring, Learning
& Growing Together

They usually need help from other people for lots of different things in their life – like daily living skills, keeping safe and maybe communicating with others.

The Community Team for Learning Disabilities only helps people with a Learning Disability.



Can I have an appointment over the phone or on screen if I don't want to meet in person?

Reasonable adjustments can be offered to facilitate an appointment to meet the needs of the person.

Caring, Learning
& Growing Together

Does your team offer assessments for dyspraxia?

No, we do not.

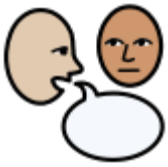
Does your team offer diagnosis for autism?

No. This service is completed by The Humber Adult Autism Diagnosis service (HAADS). [Adult Autism Services (humber.nhs.uk)]

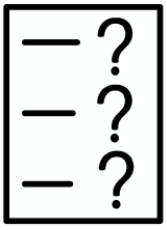
Does your team offer support for Autistic people?

We only offer support for Autistic people who **also have** a diagnosed learning disability.

Caring, Learning
& Growing Together



Can I share feedback about my experiences with your team?

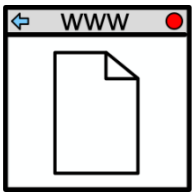


If you would like to give us feedback about the services you received either positive or suggestions for improvement you can do so here:

Friends and Family Test

LD020	East Riding – Learning Disability Community Team
LD021	Hull – Learning Disability Community Team
LD023	Epilepsy Service
LD024	Intensive Support team (IST)

Please make sure you select the correct code for the team you want to give feedback to.



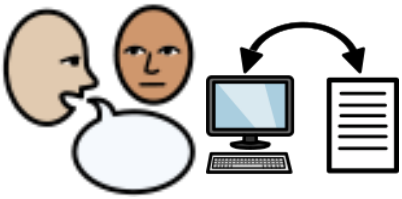
Further guidance on how to use this form can be found on the webpage.

How do I make a complaint?

You can contact Humber about complains here: [Complaints (humber.nhs.uk)]

If you need help with this you can contact NHS complaints Advocacy Services on 01482 499038.

What will happen to my information?



We only store information we need for your care. We only share your information with other professionals so they can help you. We will always tell you when we do this.