

Key information sheet

Learning Disabilities



Circle Support – Mission and Aims

Circle Support is the specialist care and support provider for the Circle Group and our mission is to Enhance the Life Chances of the people we work with. Life Chances are the opportunities each individual has to improve his or her quality of life and are linked to a person's social situation.

We aim to make sure that our services are open to all and that applicants and residents are not discriminated against on the grounds of age, gender, being transgendered, ethnicity, disability, family circumstances, sexuality or religious belief.

We are committed to open communication with our service users and offer a wide range of opportunities for people to tell us their views. Making sure that we are listening and responding to what our customers say is very important to us and we use feedback to help improve how we deliver our services.

What do we offer?

We offer a room in a shared house and supportive environment for adults who have a learning disability. We can also provide support to people who have additional needs such as having a physical disability,

sensory impairment or behaviours that may challenge others.

Support Services

We provide personalised support to help you live more independently.

We agree an individual support plan which defines the service and is unique to you. The plan will be drawn up with you and is the focus for the work we will do to help you to achieve your goals.

We make sure that the service meets your cultural, religious, sexuality and lifestyle needs by working in a person centred way to provide the support you need in the way that is important to you.

Our service is committed to six core values:

- Choice
- Dignity
- Respect
- Empowerment
- Individuality
- Privacy

Who can apply?

People over 18 years of age who have a learning disability and additional support needs; this may include the following:

- Mental health support needs
- A physical disability
- A sensory impairment
- Behaviour that may challenge other people
- Communication difficulties
- Eating and drinking difficulties

How do I apply?

A referral must be made either via your local authority or by you or your representative and sent to Circle Support, using our standard application (see details below).

Local authority boroughs:

Camden LDP can be contacted on:
0207 974 3737

Islington LDP can be contacted on:
0207 527 6600

Cambridge City LDP can be contacted on:
0122 3885770

South Cambridgeshire LDP can be contacted on:
0122 3884071

Or make a self referral.

Completed applications must be sent to Circle Support by the Learning Disability Partnership along with a Community Living Assessment or Statement of Need.

What happens next?

A Care Project Manager from Circle Support will contact you within one week of receiving the application so that we can talk to you about your needs and find out a bit more about you.

If after meeting you we feel that we can meet your needs then we will:

- Make arrangements to visit you at home, to get to know you more and to agree with you your personalised support needs

Or

- If you are interested in moving into accommodation where we provide support we will arrange for you to visit. The purpose of the visit is to help both you and Circle Support to decide if the accommodation and the service are right for you

If your application is unsuccessful at any stage we will contact you or the referring person to inform them of this within 5 working days.

If you are in receipt of Housing Benefit you will have a full or partial contribution towards the cost of your support met by the Local Authority Supporting People Team. If you are not in receipt of Housing Benefit you will have to pay the support charge in full. You will be given details of the charge when you meet with us to discuss your application.

What if I don't agree with the decision about my application?

You can appeal our decision by following Circle Support's Appeals Procedure.

Contact the Service Manager on the telephone number overleaf and you will be given details on how to appeal.

