

Northumberland Community Learning Disability Service Psychological Services



Information for service
users and carers

A member of staff or a carer can support you to read this booklet. They will be able to answer any questions that you have.

Who are we?

We are a team of clinical psychologists, assistant psychologist and trainee clinical psychologists.

We work in Northumberland.

What do we do?



We work with adults who have a learning disability.

We work with families and carers as well.



We listen, talk and offer advice. We help people to cope with lots of different feelings and problems.



If you have a problem you can't sort out yourself we can help you with this.

There is a special team who help people with serious challenging behaviour. They are called the Positive Behavioural Support Team, and there is another leaflet about how they might help you.



We help people to get on better with their families and the people they live and work with.



We work with Care Managers from the Care Trust. We can see you at home, or college, or at your GP surgery. You can choose the best place for you.

Sometimes we:



See people on their own.

See people with their family members or paid carers.



See people in a group.



Work with members of staff, paid carers and others.



We work in different ways, such as talking, drawing pictures and writing things down.



We will meet with you first so we can decide together what to do. We try to do this as soon as we can.



You can phone and talk to somebody about what will happen when we meet you if you want.

Where are we?



Our address is:

Northumberland Community
Learning Disability Service
West Farm House
1-2 West Farm Court
Station Road
Cramlington
NE23 1AX



Our telephone number is

01670 396 130

Problems, complaints or suggestions



Northumberland, Tyne and Wear NHS Foundation Trust has a complaints policy. We will give you a leaflet about how to make a complaint.

If you think that we could improve our service then please let a nurse know your idea.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, BSL or other languages). Please contact the Patient Information Centre Tel: 0191 246 7288

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