

# Newcastle Community Learning Disability Team

Patient Information Leaflet



## Introduction

This leaflet provides information about the Community Learning Disability Team (CLDT). If you are not sure about anything in this leaflet, please ask a member of staff.

## What we do

We work with adults aged over 18 with a diagnosis of a learning disability who find it hard to use mainstream services. We work with people who have specific mental health, physical health or behaviours that challenge due to their learning disability.

We can also diagnose people with a learning disability who have a healthcare need should this be required.

## How to be seen

We have an open referral system. This means anybody can refer for themselves or somebody else. The person being referred must agree to the referral being made.

Referrals can be made:

- by phone or letter
- in person
- by completing a referral form available from Benton House

When a referral is made we can:

- talk to you about what we can do to help
- ask you if you are happy for us to work with you



You can say **yes**



You can say **no**

**It is up to you**

If you can't make decisions, and someone else needs to make them for you, then they must think about what is best for you. This person could be a family member, carer, advocate, or another professional.

To work out what is in your best interest, they must listen to what you want, ask people who know you and make sure you are involved.

All referrals are made to CLDT and the team decide who would be the best person to work with you.

## The team



### **Speech and Language Therapists**

Work with people who need help communicating and understanding other people, and with eating and drinking.



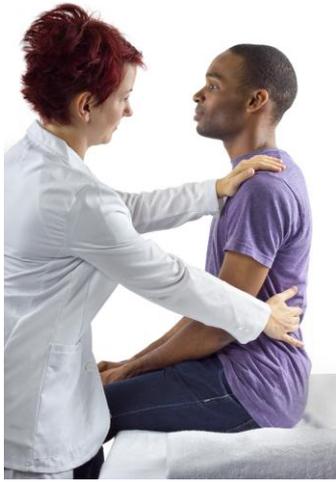
### **Community Nurses**

Provide advice, support and treatment for people with learning disability who have a variety of physical and mental health care needs. We also work with people who have behaviours that challenge.



### **Clinical Psychologists**

Provide assessment and treatment for people with behaviours that challenge, emotional difficulties and mental health difficulties.



### Physiotherapists

Provide treatment for physical health conditions around movement, function and postural management.



### Psychiatrists

Are doctors who provide assessment and treatment of mental health problems.



### Non-medical Prescribers and Pharmacist Independent Prescribers

Can prescribe and review your medication.



### Occupational Therapists

Focus on promoting your independence and wellbeing and help you with everyday activities.

Sight Sound Smell



Taste Touch



Help to identify how you process sensory information like touch, sight, sound, smell and taste, and how this affects your daily life.

## How can we help?

The Newcastle Community Learning Disability Team will:

- talk about what is important to you.
- talk about what you want to change.
- talk about things you can do with our help.
- help other people look after you.

The Newcastle Community Learning Disability Team work in a variety of settings like your own home, day centres, hospitals and clinics. We will:

- see you with your partner, parents, family members, carers and staff teams.
- offer you individual support and interventions and, at times, group support.
- speak to you and other professionals.
- work with you and other professionals like social services, education and the voluntary sector.
- give you and those supporting you advice and support to help meet your healthcare needs.

The Newcastle Community Learning Disability Team does not offer an out of hours emergency response service. **If you need help in an emergency please contact:**

- **999** for urgent medical attention
- **111** for non-urgent medical attention or mental health support

This service is available 24 hours a day, 7 days a week. You'll speak to a mental health professional who will listen and help you find the right support.

If you are Deaf or have communication difficulties, you can contact NHS 111 in a crisis by texting 07860 064 775 or using [www.signvideo.co.uk/nhs111](http://www.signvideo.co.uk/nhs111)

## How to contact us



Community Learning Disability Team  
Benton House  
136 Sandyford Road  
Newcastle upon Tyne  
NE2 1QE



**Telephone: 0191 210 6868**



**Email: [CTLDAdmin@cntw.nhs.uk](mailto:CTLDAdmin@cntw.nhs.uk)**

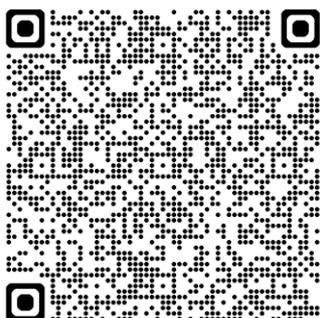
**Opening hours:** Monday to Friday, 9am to 5pm

## Problems, complaints or suggestions



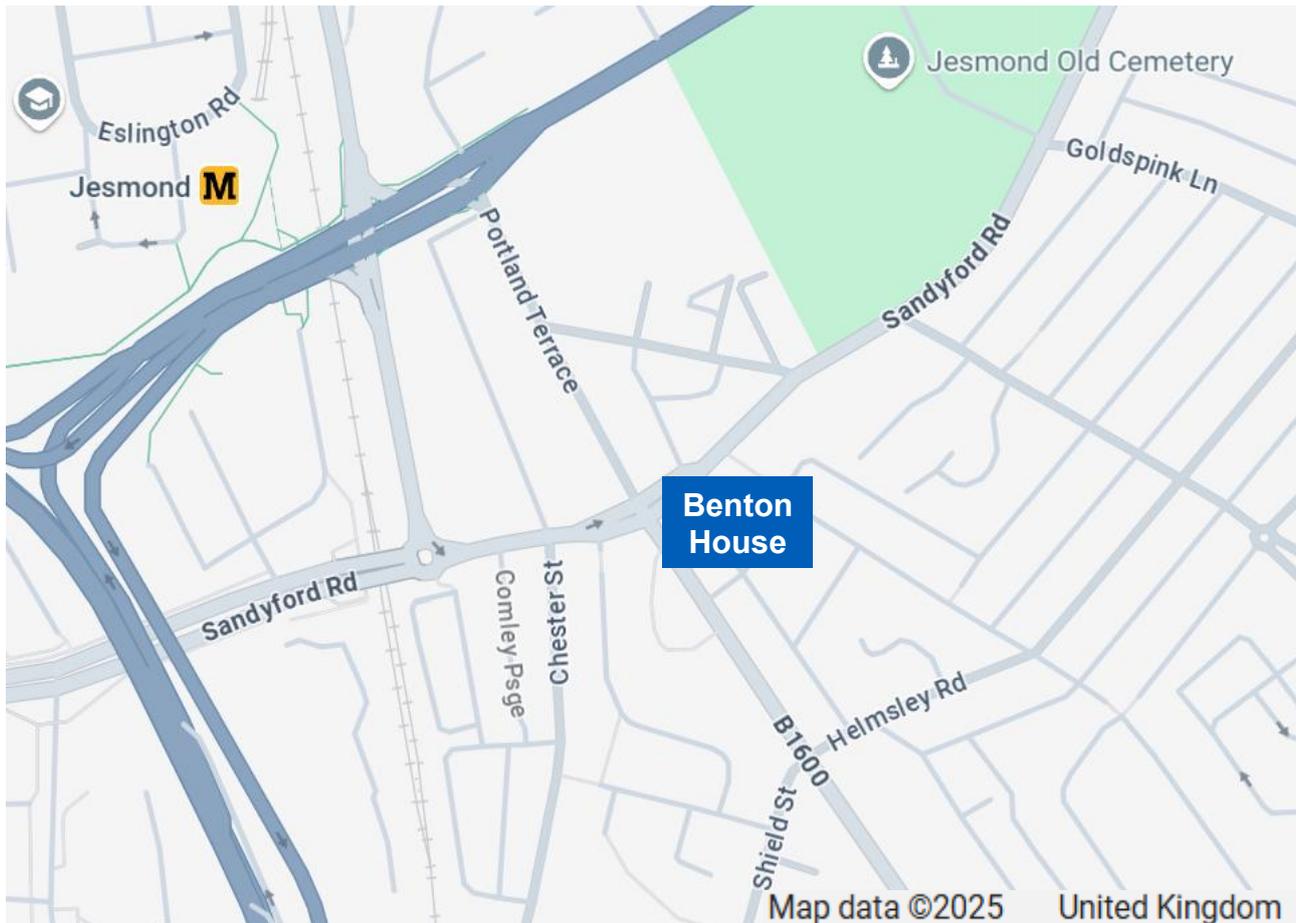
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust has a complaints policy. If you want to complain we will give you a leaflet to explain how to, or you can talk to a member of staff.

If you think there are things we could do to make our service better, please tell a member of the team.



You can also leave feedback by scanning this QR code and filling in a Your Voice survey. Please use the team code LDCNCT

## Where are we?



**Entrance:** from Sandyford Road, off Portland Terrace

**Nearest bus:** Nexus – Sandyford – 1 [www.nexus.org.uk/bus](http://www.nexus.org.uk/bus)

- Nexus – Sandyford – Stand C – 1, 308, 351, 37, 306, 309, 352, Q3, 350, 38, 307, x39, 38A
- Nexus – Sandyford Road – Stand D – 1, 7, 306, 38, 307, 308, 309, 352, 350, Q3, 351, X39
- Nexus – Sandyford Stand E – 38, 37, 306, 38A, 307, 308, 351, 309, 352, 350, x39
- (Closest bus stop) Nexus – Sandyford Stand F - 37, 307, 250, 38, 308, 351, 306, 309, 352, x39
- Nexus – Portland Road – 1, 32, 32A

**Nearest Metro:** Jesmond Metro

[www.nexus.org.uk/metro/timetables-and-stations/jesmond/timetable](http://www.nexus.org.uk/metro/timetables-and-stations/jesmond/timetable)

**For further information contact Traveline**

Telephone: 0191 20 20 747 - Website: [www.traveline.info/](http://www.traveline.info/)



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

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

Published by the Patient Information Centre

2026 Copyright: Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust

Ref: PIC/136/0326 March 2026 V8

Review date 2028

Website: [www.cntw.nhs.uk](http://www.cntw.nhs.uk)