

factsheet

Occupational Therapy Service

CCH47

What is Occupational Therapy?

Occupational Therapists and Occupational Therapy Assistants work with you and your carers to help you carry out daily activities at home as safely and as independently as possible. Our goal is to help you achieve as much as you can for yourself.

If you're worried that you're not coping, we may be able to show you new ways of doing a particular task to make it easier. Sometimes we provide equipment that is specially designed to tackle practical problems, or we might suggest adaptations to your home.

We may be able to help with day to day activities, for example

- getting in/out and around your home
- domestic activities such as cooking and eating
- personal care such as washing, toileting and dressing.

We can also provide equipment to help you care for someone at home who has a disability, for example if you have difficulty assisting them in and out of bed.

About equipment

We can provide specialist equipment, which is designed to help people with disabilities with everyday tasks. For example, getting on and off chairs. We advise you on what equipment will suit your needs and show you how to use it. All equipment is provided on a loan basis.

When we have agreed to loan you equipment it will be delivered within seven working days, unless it is a special order in which case we will let you know when you can expect to receive it.

It is possible to have a Direct Payment to help to pay towards a piece of equipment, which your Occupational Therapist has recommended meets your needs. For further information on Direct Payments see our leaflet General Information on Adult Social Care. You can get this from Adult Care Customer Services on 01454 868007 or online at www.southglos.gov.uk.

We can also advise you if you decide to buy your own equipment. You may like to make an appointment to visit **Living**. Living is a centre which displays a wide range of equipment for disabled people and has Occupational Therapists available to advise you. Living also hold a list of companies which sell specialist equipment. See Useful Contacts on page 5 for their details.

Adaptations to your home

Adaptations to your home are another way of helping you, or someone you live with, to be as safe and independent as possible. Adaptations range from minor work such as grab rails or stair rails to major adaptations such as installing a stairlift, building a ramp, or fitting a shower.

There may be grants available from the council which are means tested. These grants can be used to assist you to pay for any adaptations recommended by your Occupational Therapist. The grants cover all tenures of property.

We also work in partnership with a home improvement agency called **Care and Repair South Gloucestershire**, which supports older and/ or disabled homeowners and private tenants who want to adapt their homes. See page 5 for contact details.

For more detailed information, see our factsheet Adaptations to your Home CCH61 available by phoning 01454 86 8007 or visiting our website www.southglos.gov.uk.

How do I contact the Occupational Therapy service?

Please contact the Adult Care Customer Services:

Tel: **01454 868007**

Textphone: **01454 868010**

8.30am - 5pm Monday to Thursday, 8.30 - 4.30pm Friday

A customer services officer will take details of your enquiry and talk to you about how we can help. If appropriate a member of the Occupational Therapy team will visit you at home to assess your needs.

What is an assessment?

An assessment is an opportunity for you to tell us about your circumstances and discuss your needs. Together we can agree a plan which describes your needs and how they will be met.

Due to the large demand for this service the waiting times for assessments vary. We are working hard to reduce waiting times.

Can everyone get help?

The service helps disabled adults, people with a sensory impairment, older people and their carers. We want to offer support to as many people as possible, but because resources are limited we have to make sure that our services go to those who need it most. We work to our Fair Access to Care eligibility criteria for deciding who gets services. You can find out more about this in our **Fair Access to Care (FACS)** factsheet phone 01454 86 8007 or visit www.southglos.gov.uk for you copy. Whether you qualify for a service will depend on your level of need.

What if I am unhappy with the service provided?

In the first instance you should speak with the team or service involved. Most problems can be sorted out quickly this way. For further information about making a complaint ask for factsheet **CCH82 Your Experience Counts**. Or you may wish to contact the Complaints & Freedom of Information Team.

Email: cchfeedback@southglos.gov.uk

Telephone: 01454 865924/6

Fax: 01454 865940

Write to: CCHFeedback, South Gloucestershire Council,
Community Care and Housing Department,
FREEPOST SWB 1485
BRISTOL BS16 7ZZ

Further information

Our Directory of Services and Information booklet outlines key services and the factsheets provided by Community Care and Housing Department.

- Download it from our website at www.southglos.gov.uk
- Or, contact Communications Team:
- Telephone: 01454 865769
- Email: ccommunications@southglos.gov.uk

Useful contacts

Care and Repair South Gloucestershire

96 High Street
Staple Hill
South Gloucestershire
BS16 5HL

Tel: 0117 904 2277

Fax: 0117 904 2278

Disabled Living Foundation

380 – 384 Harrow Road
London
W9 2HU

Tel: 02072896111

Helpline: 08451309177

Website: www.dlf.org.uk

Living (formerly The Disabled Living Centre)

The Vassall Centre
Gill Avenue
Fishponds
Bristol
BS16 2QQ

Tel/Minicom: 0117 965 3651

Fax: 0117 965 3652

Email: info@thisisliving.org.uk

Website: www.thisisliving.org.uk

RNIB

10 Still House Lane
Bedminster
Bristol
BS3 4EB

Tel: 0117 9537750

Email: rnibbristol@rnib.org.uk

South Gloucestershire Deaf Association

Cranleigh Court Road
Yate
South Gloucestershire
BS37 5DE

Tel: 01454 316460

Fax: 01454 316471

Textphone: 01454 314310

Website: www.sgda.co.uk

British College of Occupational Therapists

106-114 Borough High Street
Southwark
London
SE1 1LB

Tel: 020 7357 6480

Website: www.cot.org.uk

Better Care, Higher Standards

Better Care, Higher Standards charter describes the long-term community care that people can expect to receive, and sets out standards relating to the delivery of services. These are joint documents covering the work of Community Care, Housing and Health and are aimed at anyone aged 18 or over who has difficulties in maintaining independence because of age, long-term illness, physical and/or sensory impairments or housing need, and carers who support people in any of these circumstances. The South Gloucestershire charter sets out our underlying service principles as well as key targets and our performance against them. For a copy of the charter, please phone us on 01454 866 345 or visit our website www.southglos.gov.uk

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Perkthim অনুবাদ 翻譯 भाषान्तर लिखित अनुवाद وهرگیپران/ته رجومه उरसभा
Tarjummaada Qoraalka ترجمه Phiên dịch Tłumaczenie

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