

CCH 47

June 2009

Occupational Therapy Service

The Occupational Therapy Service gives advice and assistance on everyday activities at home to help you to live safely and independently.

This information sheet explains what occupational therapy is and how it could help you.

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① This information is also available in other languages, in large print, braille, or on audio tape. Please phone ☎ **01454 865769**
or email ✉ **cccommunications@southglos.gov.uk**

www.southglos.gov.uk access free at your local library



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What is Occupational Therapy?

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

If you're worried that you're not coping, we can help you to **learn 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 help with day to day activities that most of us take for granted, including:

- Getting in/out and around your home
- Domestic activities such as cooking, eating and cleaning
- Personal care such as washing, toileting and dressing

We can also help to make it easier for you to care for someone at home with a disability, for example getting them in and out of bed, or helping them to move around the home.



About equipment

We can provide items of specialist equipment, which are designed for use by people with disabilities to help with everyday tasks. For example, getting up and down from chairs. We advise you on what equipment will suit your needs and help you learn how to use it. This is provided on a loan basis.

Once the decision to loan equipment has been made it will be delivered within seven working days, unless it is a special order in which case you will be advised when you can expect to receive it.

We would not normally provide items of equipment made for able-bodied and disabled people alike (e.g. electric can openers and non-slip bath mats).

We can also advise you if you decide you want to buy your own equipment. You may like to make an appointment to visit the **Disabled Living Centre**. This centre displays a wide range of equipment for disabled people and has Occupational Therapists available to advise you. They also hold a list of companies which sell specialist equipment. See Useful Contacts on page 8 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 a grab rail or stair rail to major adaptations such as installing a stairlift, building a ramp, or fitting a shower.

The Council can provide a grant towards adaptations to your home. We work with service users across all tenures of property covering Housing Associations and private rentals.

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 8 for contact details.

For more detailed information, see our information sheet Adaptations to your Home CCH61.

How do I contact the Occupational Therapy service?

Please contact the Adult Care information line:

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 care needs. Together we can agree an Action 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 and we will tell you approximately how long you will have to wait when you contact us. 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)** information sheet. 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 leaflet **CCH82a Your Experience Counts: Tell us what you think.** Or you may wish to contact the Complaints & Freedom of Information Team.

Email: cchfeedback@southglos.gov.uk

Telephone: 01454 865924/6

Fax: 01454 865940

You can write to us at:

Complaints & FOI Team, Community Care & Housing
Department, St Luke's Close, Emersons Way,
Emersons Green, South Gloucestershire BS16 7AL

Further information

The Community Care and Housing Department has a **range of information** about the services that we offer.

- Download information from our website at www.southglos.gov.uk
- Or, contact:

Communications Team:
Community Care and Housing Department
South Gloucestershire Council
St Luke's Close, Emersons Way, Emersons Green
South Gloucestershire BS16 7AL

- Email: ccommunications@southglos.org.uk
- Telephone: 01454 865769



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

South Gloucestershire Council's Better Care, Higher Standards Charter describes the long-term community care that residents can expect to receive, and sets out a number of Standards relating to Service Delivery. The following principles have been taken from the Charter. Full details can be found on the Council's website at www.southglos.gov.uk

(a) Principles on which services and service delivery to South Gloucestershire Service Users are based

Community Care and Housing Department and Health Department staff will:

- Treat all people with respect and fairness, and determine, plan and deliver services based on individual need (including religious or cultural need) without discrimination.
- Use Plain English or the preferred language, and the most suitable form of communication (for example, large print, audio cassette, Braille, British Sign Language) so that everybody can access services. For example, any proposed medical treatment, including any risks involved in that treatment and any alternatives, should be clearly explained. Verbal information will be backed up with written confirmation if necessary or if required.
- Be competent and fully trained in their jobs.
- Provide services on the basis of laid-down Fair Access to Care Standards.
- Work in partnership with Services Users, potential Service Users and Carers to involve them in decisions, give them the information they need to help them make informed choices about their care, and help them remain as independent as possible.
- Work in accordance with the Data Protection Act. Any information will be accurately recorded, and only necessary information will be held on file. Service Users and Carers have a right to see their own files.

- One example of information sharing is the Single Assessment Process. This is part of a range of initiatives intended to make services more accessible for Older People, in which Community Care and Housing staff and Health staff work together to ensure that information is shared with fellow professionals to reduce duplication and speed up the provision of services.
- Encourage Service Users and Carers to give their views, with the assistance of representative or advocacy organisations if necessary; for example, to choose which residential or nursing home to go to (provided it is suitable for the type of care required and has a vacancy available, or be able to offer one within a reasonable time scale).
- Make sure that Service Users and Carers know whom to contact in the first instance if there is a problem with services, and how to lodge a formal complaint if necessary, with the knowledge that it will not affect the way they are treated.
- Monitor all services provided or purchased/commissioned by Community Care and Housing and publish performance against targets on a regular basis.

(b) Expectations of Service Users and Carers

Service Users and Carers are asked to:

- Treat all staff with respect and dignity.
- Be punctual for any appointments (or notify the relevant member of staff if there is a problem/difficulty as early as possible).
- Make staff aware of any communication needs they may have (e.g. hearing loss, preferred language, or difficulty understanding information).
- Make any agreed payments promptly.
- Inform the relevant department/member of staff if services or equipment are no longer needed.