

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 or your carers feel 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
- personal care such as washing, toileting and dressing.
- domestic activities such as cooking and eating

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, on and off a toilet.

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 meet 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.

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 stair lift, 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.

For more detailed information, see our factsheet Adaptations to your Home CCH61, available here: <http://www.southglos.gov.uk/health-and-social-care/care-for-adults/support-at-home/occupational-therapy/> or by phoning us on 01454 86 8007.

Reablement

Occupational Therapists and Occupational Therapy Aides work alongside the reablement service to assess and offer advice on how your goals can be achieved whilst you are recovering from an illness or establishing a new routine that increases your independence. For more information about reablement, please see our Promoting Independence factsheet on our website: <http://www.southglos.gov.uk/health-and-social-care/care-for-adults/support-at-home/leaving-hospital/>

How do I contact the Occupational Therapy Service?

Please contact Adult Care Customer Services:

Tel: **01454 868007**

Minicom: **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 adults and children with a disability, 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 use eligibility criteria for deciding how to provide services. You can find out more about this criteria in our [Care Act: Frequently Asked Questions document](#). 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: CAHFeedback@southglos.gov.uk

Telephone: 01454 865924

Fax: 01454 865940

FREEPOST RTCT-JXLE-EET

South Gloucestershire Council

Children, Adults and Health Department - Complaints & FOI Team

Civic Centre, High Street

Kingswood

BRISTOL BS15 9TR

Useful contacts

Disabled Living Foundation

4th Floor, Jessica House

Red Lion Square

191 Wandsworth High Street

London

SW18 4LS

Tel: 020 7289 6111

Helpline: 0300 999 0004

Website: <http://www.dlf.org.uk/>

The Driving and Mobility Centre

The Vassall Centre
Gill Avenue
Fishponds
Bristol
BS16 2QQ

Tel: 0117 965 9353

Fax: 0117 965 3652

Website: <http://www.drivingandmobility.org>

RNIB

10 Still House Lane
Bedminster
Bristol
BS3 4EB

Tel: 0117 9537750

Email: rnibbristol@rnib.org.uk

British College of Occupational Therapists

106-114 Borough High Street
Southwark
London
SE1 1LB

Tel: 020 7357 6480

Website: www.cot.org.uk

Purple Pages

Vassell Centre,
Gill Avenue,
Fishponds ,
Bristol ,
BS16 2QQ.

Tel : 0808 808 5252.

Website : www.thecareforum.org