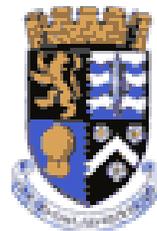


Ceredigion County Council **Social Services Department**

The Role of the Community Occupational Therapist

...taking care to make a difference



**Large Print or other format/medium
are available on request**

please telephone



01545 574000

or Minicom



01545 574001

or Email



contact-socservs@ceredigion.gov.uk

Contact Centre Office Hours:

Monday – Thursday: 8.45 a.m. – 5.00 p.m.

Friday: 8.45 a.m. – 4.30 p.m.

**You can find information about services provided by
Ceredigion County Council on our website at:**

www.ceredigion.gov.uk

The Role of the Community Occupational Therapist

Aims of the Service:

- To enable people with physical disabilities to be as independent and as safe as possible in their own home.
- To promote a physically disabled person's quality of life and that of their carers.
- To support the physically disabled person's carer and enable them to continue in their carer's role.

What do Community Occupational Therapists do?

The staff of the Community Occupational Therapy Service work with people of all ages who are substantially and permanently physically disabled. They carry out practical assessments of people's ability to carry out normal activities of daily living: this could include personal care, household tasks, ability to care and be cared for, and to live safely in their own home.

Following the assessment, the Occupational Therapy staff may give advice, arrange equipment or recommend alterations to the home. Some of the more common tasks they may do are detailed overleaf.

They may also refer people to other professionals such as Physiotherapists, Speech and Language therapists, specialist Nurses, etc. Again the aim would be to help people make the most of their abilities, and work with them to find solutions to the problems that limit their ability to be independent.

Community Occupational Therapists can advise and recommend on the following:

- Easier and safer ways of managing everyday activities i.e. washing, dressing, household tasks and activities.

- Arrange for the loan of special equipment and its safe use.
- Adapting a person's home to suit their needs.
- Advising and arranging for manual wheelchairs and specialised seating.
- Assessing and make recommendations for grant assistance for home adaptations for Disabled Facilities Grants and other grants (subject to availability).
- Offer an Assessment of Carer's or parent's needs and provide appropriate advice as required.
- Advise on re-housing where appropriate.

Commonly Asked Questions

How do I request an assessment?

You, or someone calling on your behalf (friend, family member, carer, etc), with your permission, will need to telephone our Contact Centre on



01545 574000

Contact Centre Team:

The Contact Officers will take detailed information from you. (This is called a Contact Enquiry). Details will include your name, address, telephone number, date of birth, GP, Ethnic Origin, Religion, what your health issues are and what activities you are finding difficult, (full details described in the 'How to access our Services' Information Leaflet).

If you contact the Department on behalf of someone else, it is very important that they are aware of this, and that you get

their full permission before you telephone us. The Contact Team will ask you to confirm this.

What will happen next?

Once the information has been taken, and if it appears likely that you would benefit from an assessment, if your needs require Occupational Therapy intervention, your request will be passed to the Community Occupational Therapy and Sensory Support Services Team.

Usually the details taken during the Contact Enquiry will give us sufficient information about your degree of priority needs, but our Occupational Therapy staff may also make further enquiries to clarify this, for example, by contacting your GP, with your permission, for more information about your health.

We will then confirm your priority needs (full details described in the 'Eligibility Criteria' booklet) and write to you to let you know about this.

When will I be seen?

Because there is a high demand for Community Occupational Therapy services we are not always able to see everyone immediately following the Contact Enquiry, and a waiting list is in operation.

However, it is important for us to ensure that we see the people with the greatest need first. Depending on resources and the demand for services, we would aim to see people as follows:

- | | |
|--------------------------|-----------------------------|
| Critical Needs | - Immediate response |
| Substantial Needs | - Within 3 months |
| Moderate Needs | - Within 6 months |

What if things get worse for me while I am waiting to be seen?

If you feel that there is additional information that was not taken on your Contact Enquiry or if your condition changes while you are waiting for your specialist Occupational Therapy assessment, you

can telephone our Contact Centre to update us with information on:



01545 574000

Who will be working with me?

When we have allocated an Occupational Therapy staff member to you, we will write to tell you the person's name and to advise you that they will be in contact with you to arrange a convenient time for the assessment to take place. You will also be sent our information booklet 'Preparing for an Assessment.'

What will the Occupational Therapy assessment be like?

Community Occupational Therapy assessments normally take place in your own home. You may be asked to show the Occupational Therapy staff the rooms in your home that you normally use, and to demonstrate particular activities that you are finding difficult.

If your carer helps you with any tasks it is important that you tell our Occupational Therapy staff about this. You may also be asked to try special equipment to help overcome these difficulties.

What if I need equipment in my home?

Basic equipment like booster toilet seats, bed and chair raisers, shower seats and stools are held in stock at our Community Equipment Stores and are available on long term loan. Our Occupational Therapy staff will order these for you and they will be delivered to your home normally within one working week. There is no charge for them. When you no longer need them, you can ring the Community Equipment Stores and they will come and collect them from your home. Also if the equipment needs replacing for any reason you can contact the Stores.

The Community Equipment Stores telephone number is:

01545 572705



(full details described in our 'Community Equipment Service' leaflet).



What if I need special equipment?

If you need very specialised equipment, the Occupational Therapy staff can assess and arrange for this, although this may take longer if it is ordered especially for you from the supplier.

Even if we are not able to provide you with certain equipment, our staff can help you by providing you with information about where to obtain this privately or by writing supporting letters for you to apply for a Community Care grant or for charitable help, if appropriate.

We do not provide Standard Commodes, or Wheelchairs, but the Red Cross may be able to help you if you need these on short-term loan. Also we do not supply ordinary beds or chairs.

If you need equipment for your nursing care needs, such as a special profiling bed (a bed that adjusts fully and can be raised up and down so that you can be nursed), this will be arranged by your District Nurse, with support from the Occupational Therapy staff.



What if my home needs altering?

The Occupational Therapy staff can advise you about appropriate alterations to make to your home suitable for your needs. They may also make recommendations for you to apply for grant aid to help with the cost of altering your home.

The Department of Environmental Services and Housing has a duty to consult Social Services on the housing needs of people applying for Disabled Facilities Grants. This is to ascertain whether the work is **necessary and appropriate**.

However, it is the Department of Environmental Services and Housing who decide what action should be taken as a result of our advice and also whether or not the application is approved. They

also have a duty to ensure that it is **reasonable and practical** to carry out the works, and will take into consideration the age and condition of the property in reaching this decision - ask for the leaflet 'Housing Assistance for Repairs, Improvements and Adaptations in Ceredigion' by telephoning:



01545 572185

How do the Occupational Therapist staff advise me what is needed?

The Occupational Therapy staff consider the following when assessing for house adaptations:

- The essential medical and physical needs of the person.
- The proposed solution is **actually needed** and considered **essential**
- The most **modest** and **cost effective** way to solve the problem. This is to ensure that the Authority are able to target resources to as many people as possible, and to those in the greatest need.
- In certain circumstances, alternative housing rather than adaptations may be the only viable solution.
- The person's current **and** future needs, to make sure that the person is able to remain in their own home.
- The strengths and needs of the person's carer.

The Occupational Therapy staff will work with you and your family/carer to find a solution that will meet your needs. In some cases where technical advice is needed, staff may ask a Technical Officer from either the Department of Environmental Services and Housing, or Care and Repair, or your own Architect or Agent to visit.

If I need grant help – what happens then?

Once the Occupational Therapist has made the recommendations for you to have grant aid, they will send you a written summary of the works they have suggested. The details will be sent to the Department of Environmental Services and Housing for them to consider the application and it is they who will advise you if the grant is approved. However, the progress of the work will be overseen by the Agent that you chose to assist you. This means that if you have any queries about how the grant is progressing you should make your enquiries to them.

The phone numbers are as follows:



01970 639920 Care and Repair



01545 570881 Partnerships

(Department of Environmental Services and Housing)

It is important that you contact your Agent as they are in the best position to track your application. If you contact your Occupational Therapy staff, they will not be able to answer your enquiry, and it will take valuable time away from seeing other clients.

The Social Services Occupational Therapy Staff CANNOT support applications for:

- Problems caused by overcrowding or other housing needs.
- Repairs to properties
- Extra means of heating or change of heating on their own.
- Alterations to vehicles and the provision of car seats.
- Equipment that is for the person's health treatment needs, such as standing frames, wedges, etc.

- Equipment that is needed on a short-term basis on return from Hospital. This should be provided by the Hospital Trust as they have responsibility for the safe discharge of patients to their own homes.
- Adaptations to the wider environment i.e. pavement, street, estate access, parking areas, etc.

Ceredigion County Council wholeheartedly supports the principle of equality and recognises the importance of fair access and actively promotes equality of opportunity for all service users and carers.

Advocacy Service

We are in the process of developing Advocacy Services for Adult Services, and there is an Advocacy Service available for Children's Services. Where possible, we will arrange for someone to help you put your point across in your dealings with us if you are not able to do this yourself and don't have family or friends to help you.

In relation to Adult Services, 'Eich Dewis Chi' offers an Advocacy Service for:

- People who have Mental Health problems,
- People who have a Learning Disability,
- Older People with Mental Health problems and
- Vulnerable Adults

In relation to Children's Services the 'NSPCC' offers an Advocacy Service for:

- Looked After Children;
- Care Leavers;
- Disabled Children and
- Children in Need who wish to make a complaint.

The NSPCC Freephone telephone number is:



0800 3288034

Information Sharing and Confidentiality

Any information that you give us will be kept safe and confidential. We will not disclose your information to anyone not involved in your care without your consent (unless we are obliged to do so by law or there are exceptional circumstances, such as risk to your safety and/or the safety of others).

Representations/Complaints/Comments

If you are unhappy about any of our services, or about the way you have been treated, you should initially discuss this with the Team Manager of the Team you have had contact with. We hope that the problem can be resolved at this stage.

If however you are still unhappy, you can take the matter further by making a formal complaint. Ceredigion Social Services Department has a complaints procedure.

If you think we have done something well, you can also tell us.

For **Social Services Department** ask for 'Are we getting it right? Do you have any Comments, Complaints or Compliments?' leaflet.

Emergencies

If you need urgent help outside the opening times of the Contact Centre (as stated on the inside cover of this leaflet), please contact our Out of Hours Emergency Team on:



0845 6015392

Other leaflets detailing the different services offered by Ceredigion Social Services are available on request from the Contact Centre. For further information please telephone:



01545 574000

Service Statement

Ceredigion County Council Community Occupational Therapy and Sensory Support Services (COTSSS) will offer support to residents of Ceredigion in maximising their **independence, security and well being**, wherever possible, **within their own community**.

In doing this the COTSSS will seek to promote the cost effective use of the individual's own resources, those of the County Council and those of the wider community.

Where appropriate, COTSSS will work with colleagues in other statutory, voluntary or independent sector organisations to achieve these outcomes.

- **Independence**
The ability of an individual adult to make decisions for him or herself in relation to personal, family or wider social issues.
- **Security**
The freedom of the individual adult from unlawful acts of abuse, harassment, discrimination or maltreatment.
- **Well-being**
Having equal access to the basic essentials of life, i.e. adequate housing, food, income, employment, Health and Social Services and leisure opportunities.

We would welcome any comments you have with regard to the content and layout of this leaflet and/or the service you have received. Your views are important so that we can monitor and improve the quality as required. Please could you take time to complete the following:

Name:

Address:

.....

Tel. No: Date:

Leaflet received from:

My compliment or complaint:

.....

.....

.....

.....

.....

(Please continue on a separate page if you need to)



Send this page to:

Social Services Department HQ,
Minaeron,
Vicarage Hill,
Aberaeron,
SA46 0DY.

Thank you for your comments