

Community Care Services Occupational Therapy



Adult Social Care Departments across the Country have a duty to work out the care needs of people who may benefit from Community Care Services. If you are in need of a service or are looking after someone who needs a service you are entitled to an assessment of your needs, no matter what your financial situation.

This leaflet has been given to you to provide some basic information on how the Occupational Therapy Service works in Wrexham Adult Social Care Department. The Team is made up of Occupational Therapists and Disability Support Officers.

Some people will have straightforward needs which can be met by a single service such as:

- Equipment to aid independence, or
- Small adaptations, e.g. a rail on the stairs.

Others may need a range of different services.

Occupational Therapy : adaptations and equipment for your home

The Occupational Therapy Team's aim is to work in partnership with people with permanent and substantial disabilities and their carers to help find ways for them to be as independent as possible in their own home.

How do you ask us for help?

You, or someone on your behalf, can contact our Contact Assessment Team to find out if we are able to help. You can write to us, phone, fax, e-mail, or visit our office (details are at the back of this leaflet). Some basic information about you is gathered at this point.

If someone else is better able to help, we will contact them for you or give you information on what you need to do, e.g. contact your GP.

**This leaflet is available in other media formats.
For more details please contact Customer Services
Telephone: 0800 5876708**

Version Number:
1

Date Produced:
July 2007

Responsible Team:
OT

What happens when you are referred to Occupational Therapy Team?

When the Occupational Therapy Team receive the referral we will contact you for further information to help us decide how quickly we are able to visit you. We usually ask you questions about your disability and how it affects you at home. Sometimes there may be a wait before the assessment can take place, as we operate a priority service.

We will contact you or the person who has referred you within 10 working days, either to gather further information, or to inform you of the waiting time for this type of assessment.

In emergency situations the assessment process will begin within 1 working day of receiving the referral.

Assessment

A member of the Occupational Therapy Team (OT) or (DSO) will need to work out with you and / or where appropriate, your carer(s):

- What difficulties you are having.
- The reasons for these difficulties.
- Which of these difficulties are causing you most concern.

This information will be written on the assessment form. The possible solutions to resolving these difficulties will also be recorded as part of this assessment.

We will not pry into your personal life and will only ask for information that is needed.

Your views are very important and we will also write these down on the assessment form.

You can involve anyone you want in the assessment (family, friend, etc.) and they can be there when a member of the Occupational Therapy Team meets with you.

We may share information with others such as your GP or Nurse but we will always ask your permission before we contact them.

We will offer you a copy of the written assessment when it is completed. It is important that you check that it is correct. We will not show the assessment form, or tell anyone else what it says without your permission.

Eligibility Criteria

Wrexham County Borough Council's Adult Social Care Department use guidelines known as Eligibility Criteria in order to make sure that:

- People in greatest need and most at risk are first to receive services.
- Everyone who asks for services is dealt with fairly by using the guidelines.
- Everyone understands what decisions we make and why.

Following assessment some people may not be eligible for services.

For further information see our '**Fair Access to Care**' leaflet.

What happens next?

The Occupational Therapist or Disability Support Officer will implement what has been agreed during the assessment process.

Equipment

- The delivery and fitting of equipment held in stock.
- A specialist assessment for non stock equipment.
- Advise (and assess) on equipment. Items may be subject to the Charging Policy.

Adaptations – Owner Occupied / Local Authority

- The recommendation for the provision of minor adaptations (costing less than £2,500).
- The referral for a Disabled Facilities Grant (if the work costs more than £2,500). A detailed Care Plan of the adaptation recommended as part of your assessment will be sent to the Grant's Department.
- If you live in Housing Association property the relevant funding to provide the adaptations will be applied for.
- For a joint visit with a surveyor or architect if needed.

The Disabled Facilities Grant is a means tested grant which is administered via the Wrexham Strategic Housing Services Department (Housing Renewal Section).

This plan may need to change if your needs change.

It is important that you please let us know if there are any changes so that you can be re-assessed and the care plan altered.

Monitoring and Review

To make sure we have provided the right sort of help:

- When a Disabled Facilities Grant is being provided we will work with you to ensure it meets your needs and will contact you when it is complete to confirm that it has met your needs.
- A small percentage of service users receiving a service from the Occupational Therapy Team will receive a questionnaire to help us to monitor the service we provide.

Will there be a charge for the services you receive?

There is no charge for services but there are certain small items of equipment, including bath seats and long handled reachers, which are no longer provided by the Social Care Department. If you are assessed as needing one of these items you will be given details of where you can purchase the items.

Standards you can expect from Wrexham Adult Social Care Department

- To be treated with consideration and respect in an open, honest and sympathetic manner which shows that we care about the people who use our services
- To have your needs assessed by an appropriate person.
- To be fully involved in the choice and arrangements made based on good quality information about services, how to get them and what conditions or charges may apply.
- To be involved in discussions to improve services through consultation on planning, delivery and evaluation.
- To be treated with dignity and equal consideration regardless of your circumstances or beliefs, respecting your independence and treating information relating to you confidentially.
- To receive a service from staff who have appropriate knowledge, skill and confidence to carry out their responsibilities, and have the training and management support required to provide a quality service.
- That all staff will carry official identification which you have the right to see.
- Wherever reasonable and practicable to have a choice to receive your assessment from staff who speak your language or we will endeavour to provide Interpreters.

What we expect from you

- That you treat our staff with respect regardless of their race, sex, sexuality, religion or disability.
- That you tell your Occupational Therapy Worker if your circumstances change and you no longer need the help we have provided / recommended
- That you let us know if you no longer need the equipment we have loaned to you. Similarly that you advise us if you are leaving Wrexham so that we can collect the equipment.
- At the end of our involvement we may send you a questionnaire. We would like you to complete it so that we can take your views into account when planning the service in the future.
- Wrexham County Borough Council has a smoke free policy which prohibits staff from smoking whilst at work. We therefore ask if you would do everything possible to provide a smoke free environment when our staff visit you in your home.

Data Protection

You have a right to see personal information we hold about you. Ask us for more information.

Equipment

If you have any unwanted equipment issued by us (or a hospital) you can arrange for us to collect it by calling our Equipment Store on 01978 261422.

Questions, suggestions, complaints, compliments and comments

Wrexham Adult Social Care Department welcomes feedback as we use this information to learn lessons and improve the services we provide. If you wish to ask a question, make a suggestion, complaint, compliment or comment about services these can be made to the staff member you are involved with or to their Manager. Alternatively, you can contact:

Customer Services
Wrexham County Borough Council
Adult Social Care Department
Crown Buildings
31 Chester Street
Wrexham
LL13 8ZE
Telephone: 0800 5876708
Email: socialservices@wrexham.gov.uk

Our '**Have your say**' leaflet explains more fully how your comments can be made and how they will be dealt with.

Contact details

If you think you are in need of Adult Social Care or are a carer, our contact details are as follows:

Contact Assessment Team
Wrexham County Borough Council
Adult Social Care Department
Crown Buildings
31 Chester Street
Wrexham
LL13 8ZE
Telephone: 01978 292066
Fax: 01978 298044
Email: cat@wrexham.gov.uk

Please visit our website at www.wrexham.gov.uk/socialservices

This office is open for visitors between 8.30 am and 5.00 pm – Monday to Thursday and 8.30 am to 4.30 pm on Fridays.

To contact us by telephone, we are available to take your call between 8.30 am and 5.30 pm Monday to Friday.

In the event of an emergency situation that cannot wait until the next working day, the Emergency Duty Team can be contacted on 01978 264358.