Introducing the Occupational Therapy Service

Social Care Services in Kensington and Chelsea provide help from Social Workers, the Reablement Service and Occupational Therapists, for disabled people of all ages.

Occupational Therapy aims to help people make the most of their abilities and remain as independent as possible in their own homes.

The Council’s Occupational Therapists work in teams with Social Workers and Reablement Service staff. We work closely with other health professionals such as nurses, physiotherapists, and occupational therapists in the NHS and elsewhere.
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What can Occupational Therapy provide?

We may be able to provide or arrange for:

- Advice and information on managing difficulties with everyday tasks around the home, caused by physical disability.
- Equipment to help with daily living and personal care, for example, a raised toilet seat or bathing equipment.
- Minor home adaptations, such as grab rails and stair rails.
- Major internal and external structural alterations. For example: alterations to kitchens, bathrooms or front access - by providing stair lifts, showers or ramps.
- Information and advice for carers.
- Information on other relevant services.
- Advice on moving and handling issues.

Am I eligible for help?

Social Care Occupational Therapists provide services for people who are 18 years or over, are ordinarily resident in the borough and who are or may be in need of community care services because of a permanent and substantial physical disability, age or illness.

Children under 18 who have a disability may also be eligible for help from the Occupational Therapists with the Children with Disabilities Team.

How soon will I be seen?

We will always try to see you within 14 days of accepting your request for help. However, at particularly busy times we may need to operate a waiting list system.

We will tell you, should we receive your request whilst we have a waiting list.
How do I apply for help?

Contact **Social Servicesline** on **020 7361 3013**. Someone who knows you can apply on your behalf if they have your permission.

We will visit you at home to find out what kind of help you need. We will look at what you can do for yourself and what you need help with. The Occupational Therapy Service calls this first contact an assessment. We may also want to talk to anyone who gives you help - like relatives or friends - as well as your GP or district nurse, but we will always ask for your permission to contact them.

The purpose of the assessment is to find out what help you need to live independently in your home.

We welcome your questions too and we will take into account your ideas about what you or your carer may need. We can only provide services following an assessment.

If we can provide you with services, we will write down these arrangements in an action plan, which we will ask you to sign. We will also give you a copy.

By signing the action plan, you will be giving your consent to the services we have recommended for you - however, you are entitled to withdraw your consent at any time.

**Can I have someone with me when I talk to you?**

Yes. A family member or friend can be present during your assessment. We will provide an interpreter or signer if you need one.
Are there any charges?

There is no charge for our visits to you or for your assessment.

We will loan equipment free on ‘permanent loan’ or give you a prescription to be taken to a local accredited retailer. Equipment can be delivered directly to your home. Building adaptations that we recommend in Council property are carried out and paid for by the landlord.

If you rent your home from a Housing Association simple building alterations are normally carried out and paid for by the landlord. Major building alterations may be carried out and paid for by the landlord or may be paid for by a Disabled Facilities Grant.

If you rent privately or own your home and need a major building alteration, you can apply for a Disabled Facilities Grant. This grant involves a financial assessment and you may have to contribute towards the cost of the work. We will help you apply for the grant and work closely with the Home Improvement and Advice Agency who manage the Disabled Facilities Grant process to ensure that grant applications go smoothly.

If you need care at home, you will have a financial assessment to see how much money Social Care Services should provide towards your care.
What if I do not qualify for help?

We do not assess for some kinds of equipment - for example, wheelchairs and specialist walking aids

<table>
<thead>
<tr>
<th>If you need:</th>
<th>Contact:</th>
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</thead>
<tbody>
<tr>
<td>Hospital beds, continence advice or supplies</td>
<td>Local District Nursing Service via your GP</td>
</tr>
<tr>
<td>Wheelchairs</td>
<td>Social Services line can advise you further</td>
</tr>
<tr>
<td>Specialist walking equipment</td>
<td>NHS Physiotherapy Service via your GP</td>
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Can someone who cares for me also receive an assessment?

Yes. If a relative, friend or neighbour provides you with care or support, they are entitled to a Carer’s Assessment.

A Carer’s Assessment provides the opportunity for your carer to discuss the type of support they offer to you, and the impact this may have on their life. It covers issues such as whether your carer is able to take a break from caring and whether they receive enough support themselves.

Many people find the opportunity to talk about their role as a carer and the impact it may have on their lives useful in itself.

However, some Carer’s Assessments may also identify a need for certain support and/or services that can be provided by Social Services or other organisations.
These may include:

• Respite care.
• More help for the person being cared for.
• Advice on finances or housing.
• Practical solutions for the carer.
• Information about other services that can offer carers support.

Instead of getting services organised by Social Care Services, we can give you money to do this yourself. People who qualify for the scheme will then be able to use the money to employ and manage their own care workers, purchase services from an agency or purchase equipment.

Can I take part in the Direct Payments scheme?

Those who may be able to use the scheme include:

• People over 16 currently receiving services in their own home.
• Parents caring for a disabled child.
• People who are entitled to receive support from Social Care Services such as personal care or equipment.
• Carers.

Direct Payments Scheme

The Direct Payments Scheme provides people who can get support from Social Care Services with a payment so that they can arrange the help they need at home. The scheme offers more independence, choice and control.
What standard of service can I expect?

We aim to provide a high quality service that takes into account the views of the people who use our service and their carers.

You can expect that we will:

- Respond to your needs and offer you an appropriate service.
- Be polite and courteous.
- Be respectful and professional.
- Listen carefully.
- Communicate clearly using plain language.
- Provide an interpreter or signer should you need one.
- Be competent to work with you.
- Comply with Health and Safety regulations.
- Actively seek your views on the service we provide.
- Take your comments and complaints seriously.
- Aim to help people to maximise their ability and independence to improve quality of life regardless of race, age, gender, culture, sexual orientation and religion.

All the information you give us will be treated confidentially. We will always ask your permission to share any of this information with others.
If things go wrong

We welcome your comments and suggestions on how we can improve our services. If you are unhappy about something, please discuss it with your Occupational Therapist or ask to speak to their manager.

After this, if you are still not satisfied, you can contact:

Customer Feedback Team
Tri-borough Adult Social Care
4th Floor, 77 Glenthorne Road
Hammersmith
London W6 0LJ

Freephone: 0800 587 0072

How do I contact the Occupational Therapy Service?

Through Social Servicesline on 020 7361 3013.
Useful information leaflets

Simple aids to daily living
Equipment to help in your day-to-day life

Contributing towards the cost of care
This leaflet explains our policy for your contributions towards the cost of care provided in your home or local community. It does not cover residential care costs.

Your records: what you can expect

Supporting your independence: Personal budgets – your life your choice