

March 2007

Occupational Therapy Service

Maintaining Independence at home



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Contents

Introducing the Occupational Therapy Service	3
What can the Occupational Therapy Service provide?	3
Am I eligible for help?	4
How soon will I be seen?	4
How do I apply for help?	4
Can I have someone with me when I talk to you?	5
Are there any charges?	5
What if I do not qualify for help?	6
Can someone who cares for me also receive an assessment?	7
Direct payments scheme	8
What standard of service can I expect?	9
If things go wrong	10
How do I contact the Occupational Therapy Service?	11

Introducing the Occupational Therapy Service

The Social Care Services in Kensington and Chelsea provides help from Social Workers, the Home Care Service and our Occupational Therapy Service 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 Therapy Service is staffed by qualified occupational therapists, occupational therapy assistants and administrative officers. We work closely with other health and social care professionals such as social workers, physiotherapists, and occupational therapists in the NHS and elsewhere.

What can the Occupational Therapy Service provide?

We may be able to provide or arrange for:

- Advice and information on managing difficulties with every day 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, 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 Services Occupational Therapy teams provide services for people who are 18 years or over, 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 therapist 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. Should we receive your request whilst we have a waiting list, we will send you a letter explaining how long you may have to wait to be seen.

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 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 provide equipment free on 'permanent loan' and it can be delivered directly to your home.

Building adaptations that we recommend in Council or Housing Association property are normally carried out and paid for by the landlord.

If you rent privately or own your home and need a major building alteration, you can apply for a Disabled Facilities Grant from the Council's Environmental Health Department. 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 Environmental Health Team to ensure that grant applications go smoothly.

What if I do not qualify for help?

We do not assess for some kinds of equipment: for example wheelchairs and specialist walking aids.

If you need?

Hospital beds, continence advice or supplies.

Wheelchairs

Specialist walking equipment

Contact?

Local District
Nursing Service via your GP.

Your local Occupational Therapy Team (details at the end of this booklet) can advise you further.

NHS Physiotherapy
Service via your GP.

We will always try to put you in touch with other organisations that might be able to help, for example, Age Concern, Action Disability Kensington and Chelsea, or the Council's Accessible Transport Team.

We have a free Information Pack, which lists addresses of suppliers and organisations that you can contact yourself if we are unable to provide a service to you, or if you wish to buy your own equipment.

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 that this may have on their lives. 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 life 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.

We can provide support for these services and give you information on other providers of support, such as the Citizens Advice Bureau.

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.

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.
- Carers.

Following an assessment of your needs by Social Care Services, you will have a financial assessment to see how much money Social Care Services should provide.

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 Care and Complaints Officer

Housing, Health and Adult Social Care
Kensington Town Hall
Hornton Street
London W8 7NX
Freephone: 0800 587 0072

How do I contact the Occupational Therapy Service?

Through Social Servicesline 020 7361 3013 or by visiting or writing to your local Occupational Therapy office.

North Occupational Therapy Service

Westway Information Centre

140 Ladbroke Grove

London W10 5ND

Covering part of W2, W10, and W11 North of Notting Hill Gate and North Kensington.

South Occupational Therapy Service

(not open to personal callers)

Earl's Court Neighbourhood Office

282 Earl's Court Road

London SW5 9AS

Covering W11 south of Notting Hill Gate, W8, W14, SW1, SW3, SW5, SW7, SW10

If you do not understand English or you need help to communicate because, for example, you have sight or hearing loss, we can give you the information in this leaflet:

- on audio cassette or in very large print or braille
- translated into the main languages spoken in Kensington and Chelsea
- by arranging an interpreter or signer for you

Please contact your local Social Services office on 020 7361 3013 or email social.services@rbkc.gov.uk to arrange for this help.

www.rbkc.gov.uk