

Occupational therapy: maintaining independence at home

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THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

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 28 days of accepting your request but we may see you sooner depending on individual circumstances. 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 Services line** 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 regarding equipment?

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

We will loan equipment free on 'permanent loan'. 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, own your own home and need a major building alteration, the works will be completed using a Disabled Facilities Grant, following an OT Assessment. This grant involves a financial assessment, and you may be required to contribute towards the cost. Our aids, and Adaptations Team will work closely with you or your private landlord to ensure the applications and works proceed 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

If you need:	Contact:
Hospital beds, continence advice or supplies	Local District Nursing Service via your GP
Wheelchairs	Social Services line can advise you further
Specialist walking equipment	NHS Physiotherapy Service via your GP

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.

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

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 Engagement Team

Adult Social Care, Kensington and Chelsea, 12th Floor Westminster City Hall, 64 Victoria Street, London, SW1E 6QP

Freephone: 0800 587 0072

How do I contact the Occupational Therapy Service?

Through **Social Services line** on 020 7361 3013.



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