

Social Care & Housing Department

Occupational Therapy

**Promoting
Independence...**



..... can we help?



**If you would like this
information
in large print, Braille
or on audiotape
please telephone:
01267-228925**

Information about services provided by Carmarthenshire
County Council can be found on the council's website:
www.carmarthenshire.gov.uk

SCH13/07/05/b

What does Carmarthenshire County Council Occupational Therapy Service offer?

Occupational Therapists (OTs) assist people to improve their ability to function and do the things that are important to them to enable greater independence. They can give advice on disability equipment or adaptations to the home.

The Occupational Therapy Team are based with the Adult Teams in the Social Care and Housing Department and can offer to visit you in your own home to advise you about carrying out everyday tasks.

(There are also Occupational Therapists working for the National Health Service. If you are in hospital and think you may need help to be safe and manage independently when you go home, please ask to see an OT on the ward or at the day hospital. They can carry out an assessment prior to your discharge or may be able to assist during the six weeks following discharge).

Who can apply for help?

We can help you if:

- You live in Carmarthenshire;
- You have a disability;
- You are experiencing difficulties in your daily life.

How can I get help?

You can contact us yourself, or with your permission, a relative, friend or your GP can contact the Duty Officer in your local area on your behalf. The Duty Officers can be contacted on the following numbers:

- **Carmarthen area** **01267 224421**
- **Dinefwr area** **01558 825371**
- **Llanelli area** **01554 779621**

Giving details to the Duty Officer:

Please give as many details as possible about the things you are finding difficult to do, or need help with. This will give us a clear understanding of your situation and will enable us to prioritise your referral.

Demand for this service is high. There is a waiting list in operation therefore we may not be able to carry out an assessment immediately. You will be contacted to arrange an appointment before we visit.

What is an assessment?

This is when a member of the Occupational Therapy Team visits you at home to ask more about your difficulties and how you are managing everyday activities.

These could include:

- Getting to the toilet;
- Getting on and off the chair or in and out of bed;
- Personal hygiene;
- Going up and down stairs;
- Getting in/out of your home;
- Being moved around or helped if you are unable to walk or stand.

We may ask you to demonstrate how you carry out certain tasks. After the assessment we will discuss with you the options available to meet your needs, and what assistance or advice we can offer. We will later provide you with this information in writing.

After the assessment we may be able to offer:

- Some items of equipment on long-term loan free of charge.
- Advice about appropriate equipment that you could purchase yourself.
- To show you or your carer (your carer could be a relative, friend or a neighbour for example) new techniques, or safer and easier ways of managing.
- To advise or recommend ways of adapting your home so that you can manage.

(There may be a charge for some adaptations, and this will be discussed during the assessment).

A high quality service

You can expect a high standard of service from properly trained Occupational Therapy staff.

We will listen to your views (and those of your carer if applicable) during the assessment. We will explain our assessment of your needs and our proposals for helping you.

You will be treated with courtesy and respect at all times by staff from Carmarthenshire's Social Care and Housing department.

You will not be treated less fairly because of your age, race, gender, sexuality, religion or disability.

We will treat any personal information as confidential and in accordance with the Data Protection Act.

What we expect from you:

- You must treat our staff with respect and courtesy, regardless of their age, race, gender, sexuality, religion or disability.
- You must inform the department if you no longer need the equipment we have provided or if you leave the Carmarthenshire area.

Your views and comments on the Occupational Therapy Service

We want to make sure our services are of the highest quality and your comments and suggestions are very important. Please give us your comments.

Compliments

If you are pleased with the service you have received please speak or write to the person who is dealing with you, or their manager.

Complaints procedure

If things go wrong you should talk to the person who gives you the service, or their manager.

If you are still unhappy with the service you receive from Social Care & Housing you have the right to make a formal complaint to:

Designated Complaints Officer
Social Care & Housing Department
Carmarthenshire County Council
3 Spilman Street
Carmarthen SA31 1LE

Tel: 01267 228835
Fax: 01267 221616

You will not lose services as a result of complaining.

For any further information please contact the following offices:

**Carmarthen Team
Cambrian Place
Carmarthen
SA31 1SE
Tel: 01267 224421**

**Dinefwr Team
Civic Buildings
25 Crecent Road
Llandeilo
SA19 6HW
Tel: 01558 825371**

**Llanelli Team
3 Crown Precinct
Llanelli
SA15 3UT
Tel: 01554 779621**

Emergencies

Wherever you are in the county, in an emergency during evenings or weekends contact the Carmarthenshire Social Care Emergency Team on **01267 222288**.