

# Occupational Therapy Services for Adults

June 2017

The Occupational Therapy service in Flintshire is available to anyone over the age of 18 who has significant ongoing health conditions which affect themselves and their families when carrying out their everyday lives in their homes and communities. We have a belief that 'occupation' is fundamental to people's health and wellbeing. Supporting people to carry out their roles and meaningful activities underpins occupational therapy practice (Royal College of Occupational Therapists, 2017).

In line with the Social Services and Wellbeing Act (Wales) 2014 and the Occupational Therapy Code of Conduct (2016), we aim to support people to overcome their barriers and build on their strengths, providing the necessary levels of information and advice to support them to meet their outcomes. Where specialist intervention is required, the team are able to provide moving and handling guidance plans, housing reports and access routes to equipment and adaptations where these are the best solution.

They work in partnership with people in the community and other professionals, to provide their expertise in helping to find person centered solutions.

## **Who are we?**

In Social Services Occupational Therapists and Disability Officers work as part of the First Contact OT Intake team, Reablement and Locality Services, and there is an occupational therapist in Housing Services. (Another leaflet is available for 'Occupational Therapy Services for Children'). The Consultant Lead Occupational Therapist can be contacted on 01352 701415 or e-mail [OT@flintshire.gov.uk](mailto:OT@flintshire.gov.uk) for further advice and information.

**Referrals:**

You or someone on your behalf, can contact our First Contact Team if you require support, to discuss what you would like to achieve. They will support you by having a conversation to find out what matters to you, to identify your strengths but also to discuss what is stopping you achieving your goals. They may be able to give you the necessary information to enable you and/or your family or community to find a solution yourselves at this point.

If this is not the case, a referral, known as an enquiry would be recorded and shared with the relevant team.

**Triage:**

Incoming referrals are screened by Team Managers within three working days and advice would be provided regarding signposting should they not be deemed appropriate. The manager may ask for further information to be obtained to support this decision. Any actions that can be supported immediately will be done so, such as providing information or advice to reduce risks.

The teams are unable to provide an emergency response so in case of urgent need, please contact your GP, NHS Direct or 999 as you feel appropriate.

In most cases, referrals will be added to our waiting list for allocation as soon as the team has capacity.

**Allocations:**

The wait for most cases ranges from days up to three months generally following triage, depending on the assessment required. All teams work as hard as they can to complete their work whilst ensuring that those they work with feel fully listened to and supported.

If you have any worries during this wait or would like to ask any questions, please contact the number above to leave a message or email the address above and we will get back to you as soon as we can.

**Assessments:**

You may benefit from an assessment, where a Disability Officer or Occupational Therapist will visit to discuss your outcomes in person. An assessment is really a conversation which starts with what is important to you and what you would like to achieve. We are happy to involve your family or carers as appropriate. This is an opportunity to reflect on what is working well and what things are not going so well. All options will be considered and discussed before a plan is drawn up.

This may take more than one visit and may require the involvement of others to assist in gathering all the information and making things work. This information will be recorded on our assessment form on our PARIS electronic system and you will receive a copy along with any other forms we complete.

We are trained and have experience working with people with disabilities so that we can assist you to meet your outcomes whilst considering your individual circumstances and environment. As well as discussing your situation, we may need to observe how you do things to form part of the assessment.

### **Interventions:**

At this point, we may be able to give you advice to support you, your family or community to find solutions to promote your independence and wellbeing. We have close links to voluntary services, charities and community groups that you may wish to contact. We also have information on types of equipment you could buy or changes you could make to your home or routine to make life easier for you.

An assessment by our Reablement Occupational and Physiotherapists may be recommended, particularly following a hospital admission or change in abilities, to show you new ways to manage things and support you to get back to normal.

As well as providing you with information and support, the occupational therapy team are able to request equipment and adaptations. Please see our leaflets on Adaptations and Equipment for more information on these areas.

To ensure that these are accessed fairly to support all those in need, in line with the Social Services and Wellbeing Act (Wales) 2014, the Occupational Therapist and Disability Officer would be required to ensure that these are essential for meeting your outcomes and that they couldn't be provided in any other way. A management panel meets each week to ensure that requests made are proportionate and fully considered in order to ensure that resources are used fairly.

Please note, however, that where people are tenants of the council, housing associations or private landlords, the landlords have to consent to any adaptations (building works or fixed equipment being fitted), even if the Occupational Therapist and management panel support these.


### **Maintenance and servicing:**

It is important to note that some equipment fitted via these grants require regular servicing and maintenance to keep them in good working order. If you live in your own property, it is likely that you will take responsibility for this once warranties run out, so please discuss prior to the works being carried out so that a plan can be put in place.

In council or housing association accommodation, you will need to be aware of the systems in place. Please contact your housing team if you have any queries.

### **To discuss a referral please contact:**

Social Services, Preswylfa, Hendy Road, Mold, Flintshire, CH7 1PZ.

 01352 803444

Email: [spoa@flintshire.gov.uk](mailto:spoa@flintshire.gov.uk)

If you have any further questions regarding the Occupational Therapy service please contact:

The Lead Occupational Therapist on 01352 701415

or email: [OT@flintshire.gov.uk](mailto:OT@flintshire.gov.uk)

For a copy of this leaflet in braille, large print, CD or tape call 01352 803444.

## Questions and complaints

If things go wrong

We are aware that despite our best efforts there may be occasions when a service user has a complaint.

Any complaint about services can be made to your Occupational Therapist or Disability Officer or the Team Manager.

If you wish to make a formal complaint this should be made to:

The Complaints Officer  
Social Services  
County Hall  
Mold  
Flintshire CH7 6NN

Phone: 01352 702623  
Email: [myview@flintshire.gov.uk](mailto:myview@flintshire.gov.uk)

A leaflet “Your right to Compliment and Complain” which explains how your comments can be made and how they will be dealt with is available from the same address or on our website at [www.flintshire.gov.uk/careinfo](http://www.flintshire.gov.uk/careinfo)

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