

# Occupational Therapy Services for Children

May 2019

Our Social Services Paediatric Occupational Therapy Team works with children under the age of 18 who have significant ongoing health conditions which affect themselves and their families when carrying out their everyday lives in their homes and communities.

In line with the Social Services and Wellbeing Act (Wales) 2014 and the Occupational Therapy Code of Conduct (2016), the team aim to support families to overcome their barriers and build on their strengths, providing the necessary levels of information and advice to support families to meet their outcomes.

Where specialist help is needed the team are able to provide Moving and Handling guidance plans, Housing reports and advice on getting equipment and adaptations where these are the best solution.

## **Who are we?**

The team is part of the Social Services Physical Disability Service based in County Hall. There are three part time Occupational Therapists and we have support from a Disability Officer one day a week. The team is managed by a Consultant Lead Occupational Therapist. Admin support is provided by the Locality Admin team on 01352 803444.

## **Referrals**

The team are happy to take referrals from families themselves, health and social care practitioners, housing and third sector colleagues. The referrals take the form of a 'What Matters' conversation, basic personal information and a consent for assessment.

These documents support the Act in working in partnership with families and other professionals, by ensuring that those referred are happy to work on their outcomes with the team and ensure we have up to date contact information.

Referral forms can be requested by telephoning 01352 803444.

Completed referrals can be sent by post or by secure email as pdf documents to [SSDUTY@flintshire.gov.uk](mailto:SSDUTY@flintshire.gov.uk)

## **Triage**

Incoming referrals are screened by the manager within 10 working days and advice given about other organisations should they not be 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 team 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. We will send you a letter to say that we have received your referral and that your child or the child you have referred has been added to the waiting list. We will ensure that the family has a letter where appropriate.

## **Wait**

The wait for most cases is usually a matter of months and the team work as hard as they can to complete their work whilst ensuring that families feel fully listened to and supported. If you have any worries during this wait or would like to ask any questions, please contact 01352 803444 to leave a message or email [SSDUTY@flintshire.gov.uk](mailto:SSDUTY@flintshire.gov.uk) and we will try and get back to you as soon as we can.

## **Assessments**

All assessment start with your child and your family and what is important to you and what you would like to achieve in the future. It provides 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 will be recorded on our PARIS electronic system and you will receive a copy along with any other forms we complete.

## **Equipment and adaptations**

As well as providing you with information and support, the team are able to request equipment and adaptations.

To ensure that these are accessed fairly to support all those in need, the Occupational Therapist would be required to ensure that these are essential for meeting your child's outcomes and that they couldn't be provided in any other way. These are then considered by the Manager and/or Physical Disability panel prior to agreement.

Where families 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 supports these.

Disabled Facilities Grant applications can sometimes be supported by Occupational Therapists but work need to be started after assessment to ensure that a family is eligible.

Cases are held open while work is completed. Once the outcomes have been addressed the case will be closed to allow other cases to be actioned. A conversation will be held to review the plan and how the family will continue independently.

If you have any further questions, please contact 01352 803444 or email: [SSDUTY@flintshire.gov.uk](mailto:SSDUTY@flintshire.gov.uk) for further information.

In the meantime, you may find the Dewis website useful to find out more about what may be available in the local community:

[www.dewis.wales](http://www.dewis.wales)

## 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  
Tŷ Dewi Sant  
St David's Park  
Ewloe  
Flintshire CH5 3XT

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)

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

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