

Occupational Therapy Services in the Community



☎ 01792 636519

What is the Occupational Therapy Service?

The Occupational Therapy Service is one of the services provided by Social Services for older people and people with a physical or sensory disability. A team of experienced Occupational Therapists (OTs) work in the community with disabled people and those assisting or living with them.

This factsheet tells you more about the OT service and how it could help you to cope with your disability at home and lead as full a life as possible.

How does the service work?

Occupational Therapists help people to find ways of coping with the effects of disability.

The OTs work with people of all ages to help them become as independent as possible, to improve the quality of their lives and the lives of those who look after them.

The OT works closely with other organisations that may also be able to help you, to make sure that your needs can be met in the best way possible. These might include health care staff or rehabilitation officers from the RNIB.

The OT will work with you to identify tasks you find difficult to carry out and identify ways to adapt techniques, use equipment or adapt your home to make day to day tasks easier.

What will this achieve?

The OT service aims to:

- Give people more independence and control over their lives.
- Make everyday activities easier and less time-consuming for disabled people and anyone assisting or living with them.

- Encourage and advise people of safe practice.
- Help people to adapt to their disabilities and enhance their confidence and self-esteem.

How do I ask for a service?

You, or someone on your behalf, should contact the Intake Team, Older People and Disability Services. Contact details are on the back of this factsheet.

If you are a patient in hospital, speak to the hospital social work team.

Your request will be referred to the OT service and we will make an appointment for an OT to visit you in your home and carry out an assessment of your needs.

What happens at the assessment?

The OT will need to gather information about your disability or medical condition, and will need to observe you undertaking certain day-to-day tasks in order to have a better understanding of your difficulties.

In particular we will:

- Discuss what you are able to achieve at present and how any difficulties are affecting your lifestyle and the lifestyle of anyone assisting or living with you.
- Identify, with you, what your strengths and abilities are and how these can be used to overcome the difficulties.
- Discuss any ideas you may have for ways of improving the situation.
- Make sure you know about the range of local services and resources that are there to help you.
- If appropriate, arrange for you to try out some specialist equipment at home.

A Plan to help you

Once your needs have been assessed and any choices or options have been explored with you, the OT will use his or her expertise and experience to work with you and anyone assisting or living with you on an agreed plan of action.

The OT can:

- Advise on different ways of dealing with your situation and discuss options for change and improvement.
- Advise you, and anyone assisting or living with you, of new skills to help you to do things around the home more easily and safely.
- Suggest any equipment which could help with everyday tasks like washing, dressing and cooking.
- Give you information on possible adaptations to your home and what grants are available.

Contact us

Intake Team, Adult Services

Civic Centre
Oystermouth Road
Swansea SA1 3SN

Tel: 01792 636519

Text: 07796 275412

E-mail : IntakeOPDS@swansea.gov.uk

Other sources of information

Age Cymru Swansea Bay

Tel: 01792 648866

Email:

enquiries@agecymruswanseabay.org.uk

Red Cross

Tel: 01792 772146

Care and Repair Swansea

Tel: 01792 460999

Email: advice@swansecareandrepair.co.uk

For information about the **Disabled Facilities Grant**

Tel: 01792 635330

Other information from Social Services which you may find useful

- *Getting Help from Social Services: a Guide to Assessment and Eligibility*
- *Home Care Services: Helping People to Live at Home*
- *Carers' Needs Assessments and Support for Carers of Adults*
- *Health and Safety: helping us to help you*

For free copies of these factsheets, please ask your care manager or phone 01792 636693.

Swansea Social Services and personal information

When you are in touch with Social Services, we will keep information about you in written records and computer files. We will keep this information confidential, except where we need to share it with people providing you with care, or to protect you or other people.

You have a right to ask to see records we keep about you.

We can give you more information about how we handle personal information. Phone 01792 636693 for a factsheet.

Comments and complaints

We welcome any comments about our services – good or bad. We are interested to hear how we could do things better, and we like to know when we are doing well.

If you are unhappy with the services you receive, we encourage you to make a complaint. Full details are given in the leaflet 'Making a comment, complaint or compliment about Social Services.' For more advice or information about making a complaint, you can contact our Complaints Officers on 01792 637345.

This information is also available in alternative formats, such as large print, on audio CD, in Braille, or electronically. Please phone 01792 636693 for copies.