Rehabilitation Services for people with a Physical Impairment

01792 785020

About this factsheet
This factsheet provides information for people who need rehabilitation services from Social Services in Swansea. It explains the sort of support, advice and training available, and how you can apply for services.

What are rehabilitation services?
Rehabilitation services are short-term services which enable people who have a physical impairment to live more independently. The aim is to enable people to find new ways of doing things that they are finding difficult, and to look for practical solutions to encourage greater independence.

Who is eligible for rehabilitation services?
Our services are currently available for people aged 18-65 with a wide range of physical impairments. In order to use our services you will have to have an assessment of your support needs and meet the eligibility criteria to receive support from Social Services. There is more information about assessment and eligibility in our factsheet Getting Help from Social Services: a guide to Assessment and Eligibility.

How do I access the service?
If you already receive support from Social Services, get in touch with your social worker or care manager.
If you are not currently receiving support from Social Services you, or someone on your behalf, should contact the Intake Team, Adult Services. Contact details are on page 3.
Usually you will have an initial assessment by one of the other adult services teams. If they identify needs that can be met by our rehabilitation services, your request will be referred to Swansea Vale Resource Centre and we will contact you to carry out a fuller assessment of your needs.

How we work out what support you need.
When you require support, an Occupational Therapist will meet with you to complete an initial holistic assessment where we look together at your existing skills and strengths, and discuss what you would like to achieve. This will include your physical capabilities, independent living skills, safe and independent travel, any interest in education, employment or leisure that you wish to pursue, and any equipment that may be useful to you.
The Occupational Therapist will then discuss and agree a plan with you on what training and support would be most appropriate to help you achieve your aims, who will provide the service and where.

Rehabilitation is available in a variety of areas. These include:

- Activities intended to help you have a healthier lifestyle, which can improve your confidence and self-esteem. These may include advice on exercise or healthy eating,
- Independent living skills programmes which will help you to be more independent in areas such as cooking, cleaning and leisure activities.
- Training and support in Information Technology and computers, using adapted or specialist equipment. This aims to improve your communication skills - from the basics all the way up to courses which may improve your further education or employment prospects.
- Support to enable you to access community facilities and employment opportunities independently.
- Specialist training which aims to help you to increase your range of movement, and develop interests you may wish to continue in the community.

We will work with you, at a pace that suits you, to achieve goal(s) that you have chosen. The work we do with you will be time-limited. For most people this means that once you have achieved your goal(s), you will no longer need our support.

**Advice and Information**

Staff at Swansea Vale Resource Centre also provide information and advice for people with a physical impairment and / or sight impairment, their family, friends and professionals with an interest. This includes advice on accessing buildings, information and services, use of adaptive equipment and techniques, and other services that may be useful.

**Resources**

We have a range of equipment and information available at the Resource Centre for you to view. We can arrange for a member of staff to show you round and answer any questions you have.

If you require advice and information contact the Resource Centre on (01792) 785020.

**Where are rehabilitation services provided?**

The staff who provide rehabilitation support are based at Swansea Vale Resource Centre, though much of their work takes place in the community. It is usually most effective to work with people in their local area. However sometimes we will provide training at the Centre.

**The Swansea Vale Resource Centre**

Swansea Vale Resource Centre is a purpose-built, accessible Resource Centre which offers a variety of opportunities to help with rehabilitation.
both in the centre and in the community. Facilities include computer suites, a health and fitness suite, skills development resources and a rehabilitation kitchen.

There is also a Leonard Cheshire/Microsoft funded I.T. suite available on a drop-in basis. You do not have to have an assessment from Social Services to use this I.T. suite. Ring 01792 791920 for more information.

Social Services Contact Details

Intake Team, Adult Services
Civic Centre
Swansea  SA1 3SN
☎ 01792 636519
SMS: 07796 275412
Email: IntakeOPDS@swansea.gov.uk

Swansea Vale Resource Centre
Ffordd Tregof
Swansea Vale
Swansea  SA7 0AL
☎ 01792 785020

There is also information for disabled people on our website www.swansea.gov.uk/socialcare

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 the factsheet Your Personal Information.

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 factsheet ‘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.

Other information from Social Services which you may find useful

• Getting Help from Social Services: a Guide to Assessment and Eligibility

For free copies of this or any other factsheets, please ask your care manager, phone 01792 636693 or view them on-line at www.swansea.gov.uk/socialcarepublications
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.