



Occupational Therapy West Lothian

Guide to Services

promoting independence

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2. The Team

The Occupational Therapy Service consists of 1 Group Manager, 3 Team Managers, 21 full and part-time Occupational Therapists and 8 Community Care Assistants. They are based in two offices and see people of all age groups across West Lothian.

Occupational Therapy Service

Strathbrock Partnership Centre
189a West Main Street
Broxburn
EH52 5LH
Tel. 01506 775666

Bathgate Social Work Centre
69 Whitburn Road
Bathgate
EH48 1HE
Tel: 01506 776700

You can complete a self selection form for small items such as cutlery, banisters and handrails. This can be done by completing the form at the end of the [Equipment & Adaptations Self Selection booklet](#) or by contacting 01506 775608.

Community Equipment Store

St.John's Hospital
Howden
Livingston
EH54 6PP
Tel: 01506 523335
Email: ces@westlothian.gov.uk

Social Care Emergency Team (24 hour service)

The out of hours service can help if there is an urgent problem.

Tel: 01506 281028

3. Do you need help to read this?

We can provide this information in different ways such as:

- Braille
- British Sign Language (for deaf people)
- Tape (for people who cannot see or read)
- Other languages such as Urdu or Cantonese
- CD Rom

If you need help to read this please contact us using the contact details in Section 2, Page 1.

UK information about getting products that help people to remain independent is available in:

[Shqip](#) Albanian | [اے پی آر اے](#) Arabic
[বাংলা](#) Bengali [中文](#) Chinese
[فارسی](#) Farsi [Français](#) French
[ગુજરાતી](#) Gujarati [Soomali](#) Somali
[Español](#) Spanish [Português](#) Portuguese
[Türkçe](#) Turkish [و در ا](#) Urdu

4. What are our Service Standards?

Mission Statement

We aim to promote independence for children, adults and older people with a permanent physical, mental or learning disability by;

- Giving advice on how to carry out particular tasks differently
- Lending equipment
- Recommending alterations to property
- Getting support or advice from other agencies

Service Standards

We will do the following;

1. Make sure there are no barriers to receiving this service, such as language. We will accept referrals to the service by people who need our service, or on their behalf by a relative, carer or other agency.
2. Carry out an assessment within 6 weeks of receiving a referral, or within 7 days if the situation has been defined as being high priority. We will visit you within one working day in emergencies.
3. Carry out this assessment of abilities and needs in your own home or day centre placement. The level of assessment we provide will depend on your own circumstances.
4. Welcome relatives, carers or any individual who may be involved throughout the assessment.
5. Tell you in writing that we have received a referral. We will also tell you who will be visiting you and give you a mutually acceptable appointment.
6. Provide a written record of the assessment within 7 days of the assessment which will include particular areas which have been assessed and any advice provided. The assessment should reflect your views and, if required, you can have the opportunity to comment prior to signing the assessment and sending it back.

7. Give you written or verbal information about the outcomes of the assessment. We are not always in control of timescales for adaptations or equipment being delivered. However, we give information about who to contact and will contact the provider/supplier for you if necessary.
8. Give advice, including information about whether you are eligible for other services and refer you to these other services if necessary.
9. Always respect your confidentiality. With your permission, we will share information with other agencies and services such as housing and health to make sure you have access to all relevant services and benefits.
10. Continue to develop joint working with housing and health colleagues to promote a more efficient service. This includes developing services for children with NHS colleagues.
11. Provide a service where people can borrow small pieces of equipment and have minor adaptations – e.g. a second banister – without having an assessment. We will also consult our customers and other agencies when choosing new equipment.
12. Continually monitor and review our practice and service by consulting customers and other agencies.
13. Send out a customer satisfaction questionnaire annually. The views of our customers are important to us as they help influence future service developments.
14. Make information about our progress and outcomes available on our website every year.
15. Respond to any complaint or suggestion within five days.

You can ask for an assessment at any time – please contact us as outlined in Section 2 above.

5. Who can use the service?

An Occupational Therapist can help anyone who is having difficulties in their daily life and are experiencing a loss of independence. We may be able to help if you are;

- Having difficulty coping with everyday tasks at home – e.g. equipment may enable someone to remain at home rather than be admitted to hospital or residential care
- Terminally ill
- Suffering from a sudden traumatic illness such as a stroke or a head injury
- Suffering from a long term condition which has deteriorated or flared up such as arthritis or multiple sclerosis
- A carer who needs advice or support
- Someone with a disability who needs advice and support



6. How do I apply for the service?

To make a referral via the Contact & Referral Team – Under 65 (including children), Tel. 01506 775666 and Over 65, Tel. 01506 776700.

There are two ways to apply. You can fill in a simple self-selection form to get small items of equipment and minor adaptations, or you can contact us directly – this is called a referral.

Depending on your age, please contact the Contact & Referral Team (if under 65, Tel. 01506 775666 and if over 65, Tel. 01506 776700) and ask to speak to the Duty Worker.

At this stage we need a range of information to prioritise the referral and to make a decision about how quickly an Occupational Therapist can visit you to carry out an assessment. Our Service Standards explain this process.

We may ask you;

- The reason for referral – that is, what you are finding difficult to cope with
- About any medical condition – your GP and any other health services you are in touch with, e.g. district nurse, community psychiatric nurse and so on
- How well you can move around the house
- About any problems with bladder or bowel control
- Whether you live alone and what help you have at home
- Who owns the property – we need to know this because if you rent your property we have to ask the owner for permission to carry out any work

7. What is an assessment?

Assessment:

We will visit you to discuss what your difficulties are and especially any risks you face. We will then discuss how to help you overcome these. We may ask who else can help us understand your situation, such as your GP, physiotherapist or nurse. During the assessment, we will ask you to show us how you are managing at the moment, e.g. how you get on or off the bed or up the stairs. This helps to give us a clear picture of how you are coping. If you are assessed as meeting the West Lothian Council criteria there may be a range of options/solutions that we can discuss with you and, together, will decide what will suit you best.

Self-Selection:

This service allows anyone to have small items without the need for a full assessment. This can be done over the telephone or by printing and completing the form at the end of the [Equipment & Adaptations Self Selection booklet](#). Typical types of equipment are small items such as cutlery or a pick-up stick and minor adaptations including grab rails and handles outside the front door. You can request something under self-selection and still ask for a full occupational therapy assessment as well.



8. What happens next?

We may recommend equipment or adaptations to help you be more independent at home. This must be because you need them and will be based on an assessment of need and risk.

We can check your home for dangers and make it safer, e.g. we may suggest that you lift loose rugs in case you trip. With your permission we will talk to your carers and any other people who help you (district nurses, day centre staff and so on) to make sure that our assessment gives a full picture of how you are coping and to make sure that you receive all the help you need.

9. Provision and how much does it cost?

Equipment

If you meet the West Lothian Council criteria for the provision of equipment, this is provided free of charge. Standard equipment is provided from the Community Equipment Store (CES). It is given on permanent loan for as long as it is needed. If there are any problems with the equipment you can contact the CES directly to arrange to have it repaired or replaced. Straight stairlifts or other non-standard equipment, such as specialist seating, is arranged by your Occupational Therapist and is also free of charge. Maintenance and repairs are carried out by West Lothian Council.

Self Directed Funding

You are entitled to request a direct payment to arrange your own equipment instead of equipment being provided by your Occupational Therapist/CCA, should you meet the criteria. You can request further details of this from your case worker.

Adaptations

Adaptations can be considered as minor or major. Examples of minor being grab rail, banister, external handrail. These can be arranged via self selection from the [Equipment & Adaptations Self Selection booklet](#) and there is no charge. Major adaptations such as wet floor showers, ramps or curved stairlifts will be arranged by your Occupational Therapist and the process and funding varies, depending on your housing tenure as follows;

- ***West Lothian Council properties:*** Minor adaptations are arranged at no cost to the customer. All major adaptations are funded by the Housing Revenue Account. Maintenance and repairs are carried out by West Lothian Council at no cost to the customer. Please [click here](#) for more information on adaptations to council properties.
- ***Housing Association properties:*** Minor adaptations are arranged at no cost to the customer. All housing associations receive their funding from Scottish Government but how many adaptations are arranged varies between associations. Your Occupational Therapist will advise you on this. There is generally no cost to the customer and maintenance and servicing will be arranged.
- ***Owner Occupied and Private Lets:*** Minor adaptations are arranged at no cost to the customer. Major adaptations can be arranged via Scheme of Assistance. Everyone is entitled to receive a grant of 80%, although this may rise to 100% if in receipt of certain benefits (based on financial assessment) – see [West Lothian Council Scheme of Assistance](#).

10. What's New?

You Said – We Did!

- **You said:** “The bath hoist is too heavy”
We provided a lightweight bath hoist with removable parts.
- **You said:** “The shower stool is too big for the cubicle”
We provided a corner shower stool.
- **You said:** “The kettle tipper doesn’t suit cordless kettles”
We provided a cordless kettle tipper.
- **You said:** “The portable ramps were too clumsy and heavy”
We provided lightweight, one piece, portable ramps.
- **You said:** “The metal grab rails rusted and the coating peeled”
We provided plastic ribbed grab rails instead.

11. Any ideas or complaints?

Your views are very important to us. Please talk to a member of staff. If you are not happy with their reply you can contact their Team Manager or you can pick up a ‘Comments, Complaints and Concerns’ form from any Council Information Office and which can be returned to us by Freepost. You may also contact our Customer Service Centre:

Tel. 01506 280000

Email: customer.service@westlothian.gov.uk

12. Other helpful information

CHILDREN, ADULTS and OLDER PEOPLE

Adults Assessment Team – Physical Disabilities	01506 282252
Older People’s Assessment Team	01506 776700
Children With A Disability Team	01506 773789
Ability Centre	01506 774066
Community Rehabilitation and Acquired Brain Injury Service (CRABIS)	01506 774046
West Lothian Council Customer Services	01506 280000
Community Equipment Store	01506 523335
Self Selection Booklet and Application Forms	01506 775608
Occupational Therapy Service	01506 775666
West Lothian Council Housing	01506 280000
West Lothian Housing Association enquiries	01506 280000
Scheme of Assistance enquiries	01506 281377
Home Safety Service	01506 771770
Special Needs Information Point (SNIP) – provides advice and information on services available to children with support needs and their carers	0131 536 0583

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Date Updated	August 2013