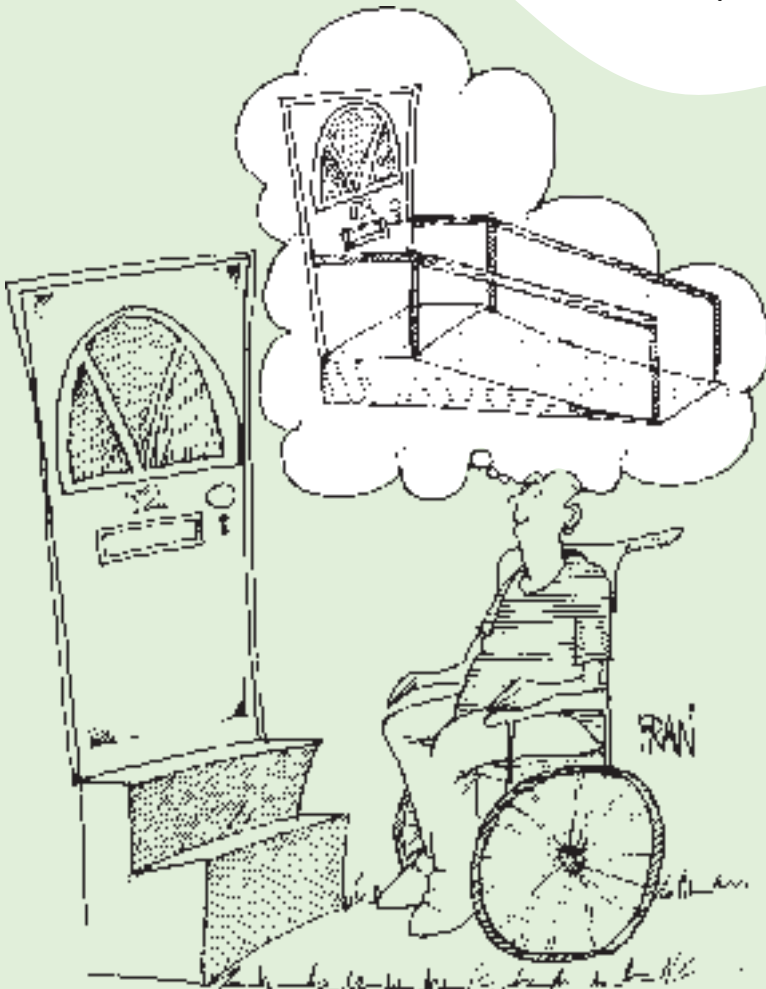


Occupational Therapy Service for adults

Enabling you to live independently at home

Includes information on
Direct Payments for equipment



November 2009

Introducing the Occupational Therapy Service for adults

The Occupational Therapy Service for adults aims to enable you to manage the practical difficulties of living at home.

We have Occupational Therapists based across Nottinghamshire.

Who can get help?

Adults who live in Nottinghamshire (except Nottingham City) who:

- have a permanent and substantial impairment and have considerable difficulty with everyday tasks or
- are having difficulty caring for someone with an impairment.

What help can I get?

● Advice and information

We may be able to work with you, or anyone who cares for you, to find different and easier ways of doing things.

● Rehabilitation

We can refer you for rehabilitation and other services.

● Equipment/assistive devices

We can arrange for the supply of equipment to help you stay living in your own home. For example: specialised shower seats, chair raise, toilet equipment.

● Adaptations to your home

Alterations to your home may help you, or anyone caring for you, to manage essential daily activities more easily.

Minor adaptations could include stair rails, grab rails, half steps.

If major adaptations are needed, such as a level-access shower, a stairlift or a ramp for wheelchair use, we can explain how these are funded and what help you may be able to get.

● Direct payments

We may be able to offer you help to buy your own equipment (see page 5).

● Rehousing

If you can no longer manage in your present home we can advise you about what is involved in moving and assess if a property might be suitable for you.

How do I get help?

Get in touch with your local Occupational Therapy team (see page 10) or ask someone else to do it for you.

You will need to have an assessment. The assessment helps us find out what your needs are and how we can help you and anyone who cares for you.

As lots of people ask for help from us you may have to wait for an assessment. We will let you know how long this will be.

A leaflet telling you more about assessments is available (see page 7). It describes how long you may have to wait for an assessment and how we decide who we can help.

Is there a charge?

Our information and advice is free. Any equipment we supply is on long-term loan, free of charge. You may be expected to pay something towards the cost of major adaptations.

For further details about getting money to pay for adaptations ask for our leaflet, 'Disabled Facilities Grants' (see page 7) or see our website

www.nottinghamshire.gov.uk/disabledfacilitiesgrants

Direct payments for equipment

Can I apply for direct payments for equipment?

If your assessment shows that you need equipment but:

- you prefer different equipment to what we offer
- your preferred equipment meets the same assessed need

you may be able to have a direct payment.

A direct payment is a cash payment we offer to you. It equals the amount it costs us to supply the standard equipment. You can then add your own money to this to buy your preferred piece of equipment.

Example of direct payment for equipment

You have been assessed as needing a standard electric hoist. This is provided by Adult Social Care and Health.

STANDARD HOIST
£770

You prefer a lightweight folding hoist.

PREFERRED HOIST
£1,825

We pay you a direct payment for the amount of a standard electric hoist.

DIRECT PAYMENT
£770

You add your own money to make up the cost of the lightweight folding hoist.

YOUR
CONTRIBUTION
£1,055

YOUR CONTRIBUTION = PREFERRED HOIST minus DIRECT PAYMENT

Figures are examples only

Things you need to know about using direct payments for equipment

- We make sure the equipment meets your assessed needs.
- We make sure that the equipment is safe for you to use.
- We review the equipment after purchase.
- We are responsible for the maintenance and repair of the equipment.
- You must provide us with proof of purchase.
- You are the joint owner of the equipment with the Adult Social Care and Health Department.
- If the equipment is no longer needed, we **may** ask you to return it to us.

We will explain all the details about using direct payments for equipment during your assessment.

If you receive direct payments to arrange your own care and support at home then this **must not** be used to buy equipment.

Other sources of help

The Disabilities Living Centre

Provides information, advice and assessments on equipment and services for disabled people, elderly people, their carers and professional staff

Tel/Minicom: **0115 985 5780** Fax: **0115 978 8113**

Web: www.dlcnotts.co.uk

Preventative Adaptations Schemes (PAS)

Provides minor adaptations in the home for people over 70.

Handyperson schemes

Helps older or disabled people with odd jobs at home.

For more information about PAS and the Handyperson schemes see our website

www.nottinghamshire.gov.uk/notts50plusschemes-2

Other useful leaflets

- Disabled Facilities Grants
- Everyday Living Equipment
- How to get social care services - a guide to assessments
- Standards for Occupational Therapy services
- Direct payments for adults

These are available from the Customer Service Centre, County Contacts (see pages 10 and 11) or visit our website: www.nottinghamshire.gov.uk/socialcarehealthpublications

Tell us what you think

We welcome comments about our services and hope that you are satisfied with the help we provide.

If you have any comments or complaints contact your Occupational Therapy team. They may be able to sort out any problems. Contact the Customer Service Centre (see page 10) and ask to speak to your Occupational Therapy team manager. If you are still not satisfied you can make a formal complaint by contacting:

Customer Relations Service

County Hall, Loughborough Road, West Bridgford,
Nottingham. NG2 7QP

Tel: **08449 80 80 80** Fax: **0115 977 2787**

Email: customer-relations-service@nottsc.gov.uk

Web: www.nottinghamshire.gov.uk/commentsandcomplaints

Our leaflet 'Customer Relations Service' tells you more about how to let us know what you think. Contact the Customer Service Centre or County Contacts for a copy (see pages 10 and 11).

Your records

You have rights of access to information we record about you. A leaflet, 'Information we hold about you' explains this in more detail. Contact the Customer Service Centre or County Contact for a copy (see pages 10 and 11) or see our website www.nottinghamshire.gov.uk/accesstorecords

Standards

We have published standards for Occupational Therapy services that tell you what you can expect. When you first receive a service you will be given a copy.

Contact information

Occupational Therapy teams

Contact the Customer Service Centre to be referred to your local Occupational Therapy team.

Customer Service Centre
PO Box 9320
Nottingham. NG15 5BL

☎ **08449 80 80 80**

Calls cost 3p/min from BT landlines. Mobile costs may vary.

Email: customerservice.centre@nottsc.gov.uk

If you are Deaf/deafened or have a visual impairment

Adult Deaf and Visual Impairment Team (ADVIS)

Tel: **01623 433 433**

Fax: **01623 433 245**

Minicom: **01623 433 653**

Emergency Duty Team

In an emergency situation that cannot wait until the following working day the Emergency Duty Team may be able to help outside office hours or on a weekend/bank holiday:

Tel: **0300 456 4546**

Fax: **01623 683 684**

Minicom: **01623 683 686**

County Contacts

One-stop-shops for advice and information on Council services.

- **Arnold County Contact** – Civic Centre, Arnot Hill Park, Arnold. NG5 6LU
- **Mansfield County Contact** – 16 Regent Street, Mansfield. NG18 1SS
- **Mobile Rural Contact Point: Bassetlaw and Newark & Sherwood** – contact Retford County Contact.
- **Retford County Contact** – 17B The Square, Retford. DN22 6DB
- **Rufford County Contact** – The Abbey, Rufford Country Park, Ollerton, Newark. NG22 9DF
- **Sutton County Contact** – Idlewells Centre, Sutton in Ashfield. NG17 1BP
- **Worksop County Contact** – Queens Buildings, Potter Street, Worksop. S80 2AH

Urdu

آپ اس اشاعت کو کسی اور صورت میں 'پاؤں کا اردو'
ترجمہ کرتے ہیں تو براہ مہربانی گسٹمر سروس سینٹر
سے رابطہ کیجئے۔

Hindi

यदि आपको यह प्रबन्धन किसी दूसरी फोरमेट या
हिन्दी भाषा में चाहिए तो कृपया आप कन्ट्रोल
सर्विस सेंटर से सम्पर्क करें।

Punjabi

ਜੇਕਰ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਤੁਹਾਨੂੰ ਕਿਸੀ ਦੂਸਰੀ
ਫੋਰਮੈਟ ਜਾਂ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ ਤਾਂ
ਤੁਸੀਂ ਕਸਟਮਰ ਸਰਵਿਸ ਸੈਂਟਰ ਨੂੰ ਸੰਪਰਕ ਕਰੋ

Polish

Proszę o kontakt z Customer
Service Centre jeżeli chcieliby
Państwo uzyskać tą publikację w
innym formacie lub po polsku.

Contact the Customer Service Centre if you need
the information in a different language or format:

Customer Service Centre, PO Box 9320,
Nottingham. NG15 5BL

phone **08449 80 80 80**

Calls cost 3p/min from BT landlines. Mobile costs may vary.

e-mail **enquiries@nottsc.gov.uk**

website **www.nottinghamshire.gov.uk**



Nottinghamshire
County Council



INVESTOR IN PEOPLE



2005-2006
Sustainable Energy
2006-2007
Culture and Sport for
Hard to Reach Groups
2007-2008
Emergency Planning
2008-2009
Improving Accessibility

Published by Nottinghamshire County Council
Adult Social Care and Health Department

Printed by Design, Publications & Print

Design by Information Team

Ref: ASCH/086/11.09