Useful contacts when someone has passed away

HM Revenue and Customs

www.hmrc.gov.uk
 HMRC Deceased estate helpline 0300 200 3300.
They provide practical advice relating to managing an estate.

The Bereavement Register

www.the-bereavement-register.org.uk
This service can help reduce the amount of direct mail being sent to the address of a person who has died.

Cruse Bereavement Care

Helpline 0844 477 9400
www.crusebereavementcare.org.uk

This site gives you the opportunity to understand and cope with grief and they provide support to bereaved people.

This leaflet is available in alternative formats including Braille, audio and an electronic format.

Where is the Independent Living Centre?

To find us:
- Turn into the Gremista Road
- Take 4th junction on the right
- Take 1st junction on the right

How to contact us:

Occupational Therapy
Independent Living Centre
Gremista
Lerwick
Shetland, ZE1 0XY

Tel: 01595 744 319

Email: dutyot@shetland.gov.uk

Open: 9.30am to1.00pm and 2.00pm to 4.00pm Monday to Friday.

Change of Circumstances

Community Occupational Therapy Equipment

What should I do if I no longer need the equipment?

You can return the item to us at the Independent Living Centre. Alternatively you can call or email us to request a collection.

What if I no longer need an item, but someone else in my house may need it?

Please call or email to let us know. We will update our system. We may also arrange for an OT to come and check the equipment is suitable for the person.

What if I need further equipment?

Please call us and we will look into this for you. We may be able to provide you one from stock; or an OT may need to complete an assessment to ensure it is suitable for you.

How do I get equipment fixed?

Please call or email us. If the item is small/standard item, we may have an alternative in stock that can be collected or delivered. If the item is specialised or large we may need to send a technician or order a new item for you.

What happens if the person passes away?

Please call or email us with the details. If possible, please also advise us who will be dealing legal and financial matters for the estate, and who is a key holder or contact for collection of equipment if required.
Items can be returned to the Independent Living Centre or a collection can be requested.

What about Community Alarms?

Please call or email us with details. As well as advising us, please also contact telecare directly on **0345 604 4686**.

We will stop care alarm charges once the item has been returned or upon date of death. The final bill for the alarm may arrive up to 6 months after.

What happens if I move home?

Call or email us with your new address, and let us know if you are taking the equipment with you.

Please let us know if you require large items of equipment to be moved ie. beds, hoists, chairs or if you have items to be collected.

What details will you need?

We need some basic information when you call; please be ready to provide your/person's name, address, and date of birth. If possible, please provide the ID number from the equipment.

Examples: