

USEFUL ADDRESSES

Mobility and Rehabilitation Service (MARS)

Grampian University
Hospitals NHS Trust
Woodend Hospital
Eday Road
Aberdeen
AB15 6LS
Tel: 01224 556 840

Motability

City Gate House
22 Southwark Bridge Road
London
SE1 9HB
Tel: 08454 564 566
Minicom: 08456 750 009
Web: www.motability.co.uk

Hjaltland Housing Association Ltd

2 Harbour Street
Lerwick
ZE1 0LR

One Stop Shop Enquiries:
Tel: 01595 741 368

SIC Housing Service

Fort Road
Lerwick
ZE1 0LW
Tel: 01595 744 360
[www.shetland.gov.uk/
services/housing](http://www.shetland.gov.uk/services/housing)

British Red Cross Society (Shetland District)

Reform Lane
Lerwick
ZE1 0DL
Tel/Fax: 01595 695 498
Email:
rhamilton@redcross.org.uk
Web: www.redcross.org.uk

Disability Shetland

Market House
14 Market Street
Lerwick
ZE1 0JP
Tel: 01595 743 920

Occupational Therapy

Information Booklet

Occupational Therapy Service
Community Care Service
Education and Social Care Department
Shetland Islands Council



Index

	Page no
Introduction	2
Occupational Therapy Referrals	3
Occupational Therapy Allocations procedure	4
Waiting list	5
How you can help	5
What an assessment involves	6/7
Deciding who is eligible for a service	8
Timescales for delivery of equipment	9
Technician's delivery days	9
Timescales for adaptations	10
Equipment on loan	10
Repair of equipment	11
Helping Yourself - Alternative solutions	12
Things the Community Occupational Therapy Service is unable to do	13/14
Contact Details	14/15
Rights of appeal	15
Useful addresses	16

Introduction

The service provided by the Social Care Occupational Therapy Service helps people of any age with long-term disabilities to live independently in their own homes.

Different equipment and adaptations have different eligibility criteria. All referrals to the Occupational Therapy Service are prioritised along agreed guidelines in line with Council policy.

Rights of appeal

The Occupational Therapy Service endeavours to assess the needs of clients in a fair and even handed manner.

Some people may feel, however, that the decision on how to meet their need is unfair or is difficult to understand.

In the first instance they might want to speak to the person who undertook the assessment, but, if they prefer, they can contact the Senior Occupational Therapist to discuss the matter.

If the client is unhappy with the Occupational Therapy Service's decision they will be advised to follow the normal complaints procedure which can be found at the following web address:

www.shetland.gov.uk/socialwork-health/ComplaintsProcedures.asp

Occupational Therapy Service contact details

Occupational Therapy Service
Community Care Service
Education and Social Care Department
Quendale House
31 Commercial Street
Lerwick
Shetland ZE1 0AN

Things the Community Occupational Therapy Service is unable to do (cont.)

- Repair of access roads to the level where they can be adopted by the council (Community Council grants may be available).
- Provision of emergency lighting (clients should be encouraged to purchase battery powered lights/torches).
- External lights and lights outside sheds, unless as part of a wider access/egress adaptation.
- Footstools (considered standard household furniture).
- Items of equipment normally provided by Community Nursing service e.g. backrests, standard commodes.
- Provision of wheelchairs. This is the responsibility of the Mobility and Rehabilitation Service (MARS)

Occupational Therapy Service contact details

Email: duty.ot@shetland.gov.uk

Tel: 01595 744 305
(Monday to Friday 9.00-1.00)

In the afternoon, messages should be left on this number in cases of **emergency** only.

Fax: 01595 744 315

Occupational Therapy Referrals

If you have difficulty managing your personal care activities, or carrying out household tasks you may be eligible for an OT assessment.

You can choose to contact us yourself or you can ask someone to do this for you. In order to do this they will need to have as much information as possible about your difficulties.

To help us process the referral we may ask for the following kinds of information:

- The reason for the referral - what is it that you are having difficulty with?
- Details of any medical condition - have you recently been in touch with any Health Services e.g. GP, District Nurse, Health Visitor
- How do you get around in your house?
- Do you live alone, and do you have any help at home, or receive any other services?
- Who owns your house? (In case we have to organise an adaptation)

This information will allow us to prioritise your referral and make a decision about how quickly an occupational therapist can visit to carry out an assessment.

Occupational Therapy Service Allocations Procedure

Screening:

The Senior Occupational Therapist or nominated person screens all referrals daily. Some issues can be resolved immediately by phone or email in the form of advice or simple equipment provision.

If the client is in hospital, the assessment should already have been done by the relevant Occupational Therapist in the NHS.

Priorities for allocation:

Urgent

Palliative care
Hospital Discharge

High Priority

Falls
Serious changes in condition/ability
Toileting
Moving and handling issues
New diagnosis

Low Priority

Bathing/showers
General non-specific assessments
Recommendations for adaptations grants (where there is no other involvement from the service)
Change of heating

Things the Community Occupational Therapy Service is unable to do

These relate mainly to a person's own responsibilities as a householder. The following list is not exhaustive and, in addition, the service reserves the right to refuse any other request that would relate to the householder's responsibilities.

- Repairs to existing facilities, such as handrails, paths, fences and gates, faulty or inadequate wiring.
- Maintenance of adaptations which become part of the property, and which the service makes no prior commitment to maintain.
- Repairs of faults which come under the defects liability on newly built properties.
- Removal of an adaptation and re-instatement of the property unless a specific agreement is reached with the property owner at the time of the agreement to undertake the adaptation. The exception to this would be removal of stairlifts, tracking hoists, where ceilings/walls etc would be made good.
- Replacement of old or damaged seating or beds/baths which are not on loan from the service.
- Adaptations to premises for public use or workplaces (other sources of help may be used).
- Adaptations which are required for reasons other than disability e.g. overcrowding, lack of storage, poor housing standards etc.

continued on page 14

Helping yourself - alternative solutions

You may wish to look at solutions for yourself, rather than waiting to be seen by one of the Occupational Therapy team.

The Disability Living Foundation provides many fact sheets that are designed for the general public and can be found at the following web address:
www.dlf.org.uk/public/factsheets.

Many items of equipment can also now be obtained from mainstream outlets in Shetland, or via the Internet.

Shetland

Laing's Chemist
Freefield Chemist
Harry's Department Store
Frank Williamson's
Home Furnishings
Lerwick Building Centre

National

ARGOS
Items available from:
SBS Logistics Ltd
Holmsgarth Warehouse
Holmsgarth
Lerwick
ZE1 0TQ

Aberdeen

ABLE CARE
115 Loch Street
Aberdeen
AB25 1DH
Tel: 01224 636 868

WOODALLS
Mintlaw Station
Station Road
Mintlaw
Aberdeenshire
AB42 5EE
Tel: 01771 622 922

Internet

Homecraft:
www.homecraft-rolyan.com
Nottingham Rehab:
www.nrs-uk.co.uk

Waiting list

The Occupational Therapy Service currently operates a Waiting List. This is due to the large number of referrals we receive.

Once you have made a referral to the service, you should receive a letter advising that you are on the waiting list, unless your case is one that can be dealt with straight away.

It is difficult to give accurate timescales for when you will be seen, as the Occupational Therapists are often involved in long-term complex cases. This means that they do not always have capacity to take on any new cases straight away. If the service receives referrals for cases that are a higher priority than yours, then it is likely that you will wait longer on the waiting list.

How you can help

If you no longer require the service or are able to find your own solution to the problems you are experiencing, please let us know as this can help others to be seen more quickly.

Contact numbers can be found on page 14 of this booklet.

What an assessment involves

In most situations, before any services can be arranged or recommended, an assessment will need to be carried out.

One of the Occupational Therapy team members will meet with you to discuss how you manage your daily activities, find out what difficulties you are experiencing, and work out how we can help you to solve them. This will usually take place in your own home.

Activities that might be assessed include:

Getting about

- Walking around the house
- Negotiating steps and stairs
- In and out of bed
- On and off a chair or toilet
- Using a wheelchair

Personal care

- Toileting
- Dressing
- Bathing/washing
- Feeding
- Grooming

continued on page 7

Repair of equipment

For general repair of equipment, the Occupational Therapy Service should be notified of equipment breakdown via the following routes:

duty.ot@shetland.gov.uk (external email address)

01595 744 305 (Monday to Friday 9.00-1.00)

In the afternoon, messages can be left on this number in cases of emergency only.

01595 744 315 (fax)

Out of hours telephone no:

01595 695 611

If appropriate, the OT Technician will be asked to carry out an initial visit to repair or replace equipment.

If outside assistance is required, Occupational Therapy admin staff will contact the appropriate company.

Whilst every effort will be made to carry out timeous repairs to equipment, it should be borne in mind that some repairs are dependent on companies or parts from outwith Shetland.

Timescales for adaptations

Most minor adaptations such as the fitting of rails should be carried out within 14 working days of the assessment.

Larger adaptations e.g. ramps or level access showers, can take several months to arrange (usually between six months and a year of the date of assessment). This is due to a number of factors including planning permission, building control, availability of funds and availability of contractors.

Equipment on loan

Equipment is provided **on loan** from the Occupational Therapy Service and should be returned when no longer required.

Contact should be made with the Occupational Therapy Service via the following routes:

duty.ot@shetland.gov.uk (external email address)

01595 744 305 (Monday to Friday 9.00-1.00)

01595 744 315 (fax)

Whilst the equipment is on loan, care must be taken to avoid damage through misuse or carelessness.

If the equipment is no longer required or is no longer suitable it should be returned to the Occupational Therapy Service.

Note: Under normal circumstances, priority is given to delivery rather than collection of equipment.

What an assessment involves (cont.)

Domestic activities

- Cooking
- Food preparation
- Cleaning

During the assessment we may ask you to show us how you do some of these activities so that we can see the difficulties you have, understand your problem and work out possible solutions that will make the activity easier for you or your carer.

We may need to visit you more than once to complete this assessment and may ask you to repeat some activities using different methods or items of equipment.

The assessment process will take account of your opinions and those of your carer, if relevant. With your permission, we may talk to other people who help you (e.g. District nurse, GP) to make sure that our assessment gives a full picture of how you are coping and to make sure that you get the help you need.

Deciding who is eligible for a service

When the assessment has been completed we will discuss with you the best options to help you. For each problem there is often more than one possible solution and you will be involved in deciding what will suit you best. However the service must always take account of the most cost effective solution that will meet your current and long term needs.

As the demand for services is greater than the money available to provide them, not everybody will be eligible to receive a service. For some services you will need to be financially assessed.

To work out if you qualify for a service, we use Priority Criteria. At present, only people whose assessed needs fall within the top band (Priority 1) can get most services. However we may be able to provide advice on alternative methods of meeting your needs.

Priorities:

Priority 1 Service provision is essential to enable person (or their dependents) to remain in their home in the community.

Priority 2 Service provision is required to meet assessed needs but the person could manage without ill effect if the service was not immediately available or the level of service had to be reduced to meet greater need elsewhere.

Priority 3 Person not at definable risk if service not provided.

Timescales for delivery of equipment

For most items of equipment that are held as stock within the Occupational Therapy Equipment Store, you should expect delivery within 7 working days of assessment. This may be longer during holiday periods or periods of heavy demand.

For items that have to be specially ordered for you, the timescale is dependent on the manufacturers and warehouses on the mainland, therefore we cannot give accurate timescales.

Technician's delivery days

There is currently one Technician who delivers and installs equipment to the whole of Shetland. This job also involves taking delivery of equipment, looking after the store and cleaning and maintaining equipment.

The technician's normal delivery days are as follows:

Tuesday South and Lerwick

Thursday Isles (Whalsay and North Isles alternate weeks)

Friday West, North, Scalloway and Burra

Every effort is made to keep to this schedule, however where emergencies occur elsewhere, these will take priority over normal deliveries. This schedule will also vary during holiday times.