



## Occupational Therapy

### **What is the Occupational Therapy service?**

Occupational Therapists work with adults with disabilities to help them overcome the effects that their particular disability has on everyday living.

Dorset County Council (DCC), Adult and Community Services employ Occupational Therapists (OTs) who are registered with the Health Professions Council and Occupational Therapy Assistants (OTAs) who work with adults with disabilities and their carers in the community and in DCC residential care homes and day care resources.

Our aim is to help you to be as independent as possible by helping to solve problems your disability may be causing you.

### **Who is eligible for help?**

We have a duty to assess anyone who is eligible for community care services, but we have to work within the resources available to us each year. This means we are not able to offer services to everyone who contacts us. To make sure that services are provided fairly and used to support people in the greatest need, we use guidelines which we call 'eligibility criteria'. We assess people's needs individually, to find out if their level of need qualifies for a service and, if so, at what level of priority.

### **How can we help you?**

If you have difficulty with any of these day-to-day activities, we may be able to help you with:

- Getting on or off the toilet
- Getting in or out of bed
- Getting washed and dressed
- Getting out of your armchair
- Managing the stairs
- Cooking or making a hot drink
- Feeding yourself



- Getting in and out of your house
- Getting around your house
- Using the bath
- Caring for a dependent relative

### **Promise to you**

We aim to provide excellent services, and set ourselves standards and targets to ensure that the quality of services is maintained to the highest standard.

We hope that people will find our services:

- Helpful
- Good and reliable
- Flexible
- Easily accessible
- Good value for money
- Do not discriminate against anyone

We aim to respond to all enquiries about services promptly and efficiently by regularly monitoring our services. We will treat you with dignity and respect, at all times, whoever you are. Our staff are important to us – please treat them as you would like them to treat you.

We will be open and honest, and will respect the confidentiality of any information you may give us.

### **What can you expect from us?**

When you contact us we will phone or write to you to make an appointment for your assessment or advise you of any delay.

We will carry out an assessment of how well you manage daily living activities. This will involve us asking you questions about your daily routine and watching you do some or all of the activities involved (e.g. getting in/out of bed). By doing this we can work out together where the problems lie and how to solve them.

After the assessment, the OT or OTA will decide with you what the best solutions to your problems are.



This will be summarised in a care plan detailing how we aim to help you with your problems and who will provide the services.

Help may include:

- Finding alternative ways of doing things to make them easier.
- Prescription/provision of equipment, e.g. a raised toilet seat, to help you get off the toilet.
- Major alterations to your home, e.g. stair lifts or extensions.
- Working with other Adult and Community Services staff, e.g. care managers or sensory loss specialists.
- Working with staff from the National Health Service, e.g. the wheelchair service, physiotherapists, or your GP.

### **Will you have to pay?**

All assessments and advice are free of charge.

If you are eligible for services from Dorset County Council under the eligibility criteria:

- We prescribe, and if appropriate, provide free equipment such as raised toilet seats, chair risers and other more expensive items based on each individual's needs. We do not provide low-cost items under £20 but we will advise you where you can buy the equipment.
- Minor adaptations up to a cost of £1000 (such as grab rails or a ramp) may be provided free of charge.
- Major adaptations such as level access showers and stair lifts may be funded by a Disabled Facilities Grant (DFG) from your local District or Borough Council. An application form for this means-tested grant requires a recommendation from an OT. If you are not eligible for a DFG from the District or Borough Council but are eligible for a service from Dorset County Council, you may be eligible to apply for an interest-free loan or (in exceptional cases) a grant from Dorset County Council.

If you are not eligible for services under the Fair Access to Care Services (FACS) criteria, but wish to find out about equipment that may be available and receive information and advice on products, suppliers, organisations and other services our Independent Living Centres may be able to help you (contact details can be found at the end of this factsheet). These demonstration centres based in



Dorchester and Wimborne provide impartial assessment and advice and have a wide range of disability products (including both equipment and adaptations) for you to look at and try. We have information factsheets 'Greenwood Centre for Independent Living' and 'Hanham Centre for Independent Living' which give further information about this service.

### **What next?**

If you feel you would benefit from an Occupational Therapy Assessment and you are a new customer or have no current involvement with us, please contact the Adult Access Team, Dorset Direct, PO Box 7184, Dorchester, Dorset DT1 9ER. Telephone: 01305 221016. Minicom: 01305 267933. Email: [adultaccess@dorsetcc.gov.uk](mailto:adultaccess@dorsetcc.gov.uk)

If you currently receive a service from us, please contact your social care local office. Contact details can be found at the end of this factsheet.

We aim to assess everyone within 28 days and have to give priority to those people in most need. That means we may not always be able to respond to your request immediately and there may be a delay before we can see you. If this is the case, we will write and let you know.

### **Personalisation**

Adult and Community Services are introducing a host of changes in the way we support people. We aim to put the customer first and maximise the choice and control people have over the services they receive. We will be working closely with the people who use our care services, their carers and our partners to make sure we get things right and make a real difference to people's lives.

### **Compliments and complaints**

Adult and Community Services staff in Dorset are committed to providing quality services to our service users, their carers and families. We welcome comments from our service users as this helps us to understand what aspects of our service people like.



If you are unhappy about the service you have received and want to make a complaint, our factsheet 'How to complain' describes the procedure. Our Complaints Officer can give you advice on the process and can be contacted on 01305 224322.

### **Diversity statement**

Diversity is not about treating everyone in the same way, but about recognising and valuing difference, as well as recognising and addressing inequalities and disadvantage.

As an employer and service provider, Dorset County Council seeks to promote an environment that accepts and actively supports diversity in age, gender, ethnic origin, sexual orientation, religious belief, disability, culture, work style and the many other ways in which people differ from each other.

All our factsheets are available in large print and on audio cassette/CD, Braille, Easy to Read or alternative languages. Please contact the Information Office on 01305 224320.

Further information on services provided by Dorset County Council Adult and Community Services can be accessed at [www.dorsetforyou.com](http://www.dorsetforyou.com)

### **Social care local offices:**

#### **Bridport**

St Andrews Road, Bridport, Dorset DT6 3BJ

Tel: 01308 422234

Fax: 01308 426044

Email: [bridportsocialcare@dorsetcc.gov.uk](mailto:bridportsocialcare@dorsetcc.gov.uk)

#### **Christchurch**

Loring Road (off Jumpers Road), Christchurch, Dorset BH23 2GZ

Tel: 01202 474106

Fax: 01202 478081

Email: [christchurchsocialcare@dorsetcc.gov.uk](mailto:christchurchsocialcare@dorsetcc.gov.uk)



**Dorchester**

Acland Road, Dorchester, Dorset DT1 1SH  
Tel: 01305 251414  
Fax: 01305 251034  
Email: [dorchestersocialcare@dorsetcc.gov.uk](mailto:dorchestersocialcare@dorsetcc.gov.uk)

**Ferndown**

Penny's Walk, Ferndown, Dorset BH22 9JY  
Tel: 01202 877445  
Fax: 01202 876604  
Email: [ferndownsocialcare@dorsetcc.gov.uk](mailto:ferndownsocialcare@dorsetcc.gov.uk)

**North Dorset**

Bath Road, Sturminster Newton, Dorset DT10 1DR  
Tel: 01258 472652  
Fax: 01258 473161  
Email: [northdorsetsocialcare@dorsetcc.gov.uk](mailto:northdorsetsocialcare@dorsetcc.gov.uk)

**Purbeck**

19 Bonnets Lane, Wareham, Dorset BH20 4HB  
Tel: 01929 553456  
Fax: 01929 556319  
Email: [purbecksocialcare@dorsetcc.gov.uk](mailto:purbecksocialcare@dorsetcc.gov.uk)

**Sherborne**

Non-visiting office  
Tel: 01935 814104  
Fax: 01935 817207  
Email: [sherbornesocialcare@dorsetcc.gov.uk](mailto:sherbornesocialcare@dorsetcc.gov.uk)



**Weymouth & Portland**

Jubilee Retail Park, Jubilee Close, Weymouth, Dorset DT4 7BG

Tel: 01305 760139

Fax: 01305 774622

Email: [weymouthsocialcare@dorsetcc.gov.uk](mailto:weymouthsocialcare@dorsetcc.gov.uk)

**Centres for Independent Living:****Greenwood Centre**

Maiden Castle Road, Dorchester DT1 2ER

Tel: 01305 257164

Fax: 01305 261536

Email: [greenwoodcentre@dorsetcc.gov.uk](mailto:greenwoodcentre@dorsetcc.gov.uk)

**Hanham Centre**

Hanham Road, Wimborne BH21 1AS

Tel: 01202 843560

Email: [hanhamilc@dorsetcc.gov.uk](mailto:hanhamilc@dorsetcc.gov.uk)

