

Occupational therapy

What do we do?

- Ø We assess the needs of disabled people to help them live as independently as possible.
- Ø We offer support and advice to help disabled people to live in the community.
- Ø We provide help to manage everyday tasks which have become more difficult due to injury or ill health.
- Ø We provide appropriate equipment or adaptations to help you stay independent.
- Ø We try to pass the case to the occupational therapist or assistant within 56 days of it being referred to us.
- Ø We try to complete assessments within 28 days of being asked.
- Ø We work in partnership with everyone involved in your care.

Who do we work in partnership with?

- § The NHS, for example, GPs and physiotherapists
- § All local housing providers
- § The voluntary sector
- § Local contractors

Terms explained

Making a referral

Anyone who wants support and advice can contact us. You can phone, write or send an e-mail. You can also ask for an appointment with a duty worker.

First contact - assessing your needs

A member of staff from occupational therapy will visit you at home, where they might ask you to show how you carry out activities such as dressing, washing and cooking. This will help them to understand your problems and find solutions to the difficulties you experience.

Who do we provide a service to?

Anyone who has difficulties carrying out day-to-day activities.

Services we can offer or arrange

- w Adaptations to your home
- w Benefits advice
- w Direct payments
- w Equipment, for example, equipment to help you take a bath
- w Risk assessment and risk management
- w Training and support for your carer
- w Training and support to help you make the most of your abilities

Our service pledge

We will:

- ü make sure that you get the help you need as soon as possible after assessing you;
- ü offer your carer an assessment to look at the support they may need to continue to look after you;
- ü make sure that your and your carer's rights are respected at all times and that your welfare is our priority;
- ü be supportive and respect your needs;
- ü be polite, helpful and treat you fairly at all times;
- ü respect your confidentiality; and
- ü deal with any complaints as soon as possible.

Service developments

We will try to:

- Y develop a rehabilitation service in the community;
- Y use SMART technology more to support you at home, for example, to monitor falls or flood alerts;
- Y reduce our waiting lists for first assessments; and
- Y work in partnership with you, the health service and other agencies (for example, housing providers and the local hospices).

Contact information

For more information about our services, you can contact us at:

Social Work Department
Paisley Area Team
Kelvin House
River Cart Walk
Paisley PA1 1YS.

Phone: 0141 842 5151 (main switchboard)
Fax: 0141 841 4136

E-mail: paisley.sw@renfrewshire.gov.uk
Website: www.renfrewshire.gov.uk

Area Manager - Jacqueline Torrens
Assistant Area Manager - Caroline Carmichael

Complaints and suggestions

We try to maintain high standards of care at all times and we welcome all suggestions from clients and their families. You can discuss any complaints or comments confidentially with:

- W any member of staff; or
- W The Scottish Care Commission
Central and West Region
1 Smithhills Street
Paisley PA1 1EB.

We will deal with your suggestion or complaint quickly and efficiently. If you are not happy with how we have dealt with your complaint, you can contact the Scottish Public Ombudsman within one year of first making your complaint.

You can contact them at:

4 Melville Street, Edinburgh EH3 7NS.
Phone: 0870 377 7330
Fax: 0870 377 7331
Text: 0790 049 4372
E-mail: ask@spsso.org.uk

The Scottish Public Ombudsman will not normally accept your complaint until you have been through our complaints procedure.

Other formats

If you would like this information in another format, such as Braille, audio tape, large print or other languages, please phone 0141 842 5957.



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Paisley Area Team

