

# Occupational Therapy Service

## Adult Social Services and Housing



**The Occupational therapy service aims to help people with a disability and their carers to live safely and independently in their own homes.**

### **Do you need a wheelchair or walking aid?**

Please contact your GP for a review of your medical condition

### **Do you need a pressure mattress or specialist nursing equipment?**

Please contact your District Nurse.

### **Do you need equipment for a short time due to a temporary difficulty or acute injury e.g. a fracture?**

Please contact the

**British Red Cross Centre Information and booking line**

Tel: **01793 853 723**

Mon – Fri 9.30am – 4pm (excluding bank holidays)

Please leave a message if you are put through to the answer phone

Further information on equipment services can be found in the “Equipment Services in North Somerset” factsheet [www.n-somerset.gov.uk/socialcareleaflets](http://www.n-somerset.gov.uk/socialcareleaflets) .

### **Have you recently been discharged from hospital?**

If your need for equipment is related to your stay in hospital and you were seen by an Occupational Therapist please contact the Occupational Therapy department of the hospital you were in.

If you were not seen by an Occupational Therapist in hospital please contact the Primary Care Trust Occupational Therapy Service.

Tel: Clevedon **01275 546988**

or Weston super Mare **01934 529528**

Mon – Fri 8.30am – 5.00pm

Provision of equipment will be dependent on meeting the Trust’s eligibility criteria.

### **What we do:**

- assess your own and your carer/s difficulties with everyday living tasks such as getting in and out of a chair or on and off the toilet
- give advice on alternative methods of managing those activities
- advise carers on moving and handling techniques, e.g. to assist someone to get in and out of bed
- loan essential equipment to help with day to day living



- help with minor adaptations to your home such as a grab rail by the toilet or an additional stair rail
- make recommendations for appropriate adaptations to your home e.g. level access shower or a stairlift
- you may be eligible for a Disabled Facilities Grant. A recommendation will be made to the Housing Renewal Team. These grants are means tested and you may have to contribute towards the cost
- housing association tenants. A recommendation will be made to housing associations as appropriate. Your finances may be taken into account and you may have to contribute towards the cost
- liaise with other people involved in your care such as social workers and health staff
- make referrals to other agencies who offer advice or help which isn't available from Social Services. Your agreement is always obtained first.

## How to contact us

There is a high demand for our services. The council operates an eligibility criteria system to make sure that most urgent needs are met quickly. If you need an Occupational Therapy assessment or are already waiting for an assessment and your needs change, please contact North Somerset Care Connect (as below).

- For further information and advice please contact **North Somerset Care Connect**. Tel: **01275 888 801**  
Telephone lines open 8am to 6pm, Monday to Friday
- At other times including weekends and Bank Holidays, in the event of an emergency, Emergency Service can be reached on: **01454 615 165**

Alternatively, you can get free and impartial advice on what is available from:

### **Living**

Vassall Centre, Gill Avenue, Fishponds  
Bristol BS16 2QQ  
Open: 10am – 4pm (Mon – Fri)

Tel: 01179 653 651 for an appointment  
Website: [www.thisisliving.org.uk](http://www.thisisliving.org.uk)



## Comments suggestions and complaints

We welcome your comments and suggestions on the services we offer, and aim to put right any complaint you may have. You can discuss your problem with our staff in the first instance.

If you remain dissatisfied contact the Complaints Manager:

Christopher Orlik  
Adult Social Services and Housing  
Town Hall  
Walliscote Grove Road  
Weston super Mare  
BS23 1UJ

Tel: **01275 882 171**

email: [christopher.orkik@n-somerset.gov.uk](mailto:christopher.orkik@n-somerset.gov.uk)

This publication is available in large print, Braille or audio formats on request.  
Help is also available for people who require council information in languages other than English. Please contact **01275 882181**.

Updated Aug 11