

Our Commitment

The Occupational Therapy Service is committed to providing a clear way for people to use the service when they need it.

We aim to treat you, our customers, with courtesy, and respect your individual needs. We will therefore always take account of your views and those of your carer when carrying out an assessment of your needs.

Some times it may be helpful to discuss your needs with other care professionals or members of your family. If we do this, we will always ask your permission first. Our service will respect your confidentiality.

If there is anything you do not want disclosed, we will respect your wishes. The Council takes all complaints very seriously. We work hard to make sure that we deal with them promptly and effectively.

If you are unhappy with how we have handled your complaint, you can contact the Scottish Public Services Ombudsman. The time limit for making a complaint to the Ombudsman is usually 12 months.

The Scottish Public Services Ombudsman
23 Walker Street, Edinburgh
Tel **0870 011 5378**

enquiries@scottishombudsman.org.uk

Social Work DEPARTMENT

Contacting the Occupational Therapy Service?

If you need help from Occupational Therapy staff for yourself, a relative or a friend, contact the Duty Worker at:

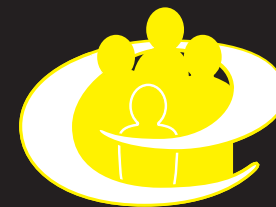
Social Work Department
Kirkintilloch Health & Care Centre
Kirkintilloch, G66 3BF
Tel: **0141 355 2200**

The Duty Worker is available 9.00am - 12.30pm, Monday to Friday. Emergency referrals can be dealt with outwith these hours.

Other Formats and Translations

This document can be provided in large print, Braille or on audio cassette and can be translated into other community languages. Please contact the Council's Corporate Communications unit at:

East Dunbartonshire Council
12 Strathkelvin Place
Kirkintilloch
Glasgow
G66 1TJ
Tel: **0300 123 4510**



Community Occupational Therapy Service

A service for disabled people



The Community Occupational Therapy Service

Community Occupational Therapy staff provide a specialist service to people of all ages, with physical disabilities, mental health problems or learning disabilities. The service is also available to their carers. They are based in one of the Social Work Department's Offices and are part of the Community Care Team.

Occupational Therapy staff work with other agencies providing care services, including housing authorities, hospitals, doctor's surgeries and private and voluntary organisations. This is to make sure that disabled people receive a service which is designed to best meet all their needs for health, housing and social care.

How do you contact the Occupational Therapy Service?

The service operates a duty system, accepting requests for a service from any source.

A member of the team is available Monday to Friday between 9.00am and 12.30pm. They take telephone requests, provide up to date information about customers who have already asked for a service, and can give helpful advice about individual circumstances and difficulties.

The Duty Worker can also respond to emergency referrals within 24 hours. They will discuss with you, or whoever makes a referral on your behalf, the urgency of the request.

Occupational Therapy staff will usually arrange to visit you in your home to assess your needs.

To obtain further information or advice, or to make a request for this service - please contact the Duty Worker for Occupational Therapy at the address and telephone number on the back of this leaflet.

Why do Occupational Therapy Staff visit customers at home?

Staff will visit you in your own home so that the difficulties you are experiencing can be discussed privately and confidentially. The visit enables the worker to find out about your own specific problems, in the comfort of your own surroundings, and to reach a mutual understanding of any difficulties.

It is important that the worker has the opportunity to see the difficulties you may be having in using the facilities in your own home for bathing, toileting and generally making your way around the house.

Occupational Therapy Staff may talk to you about mobility; personal care; household, recreational or social activities; employment; education or training - all aspects of life which are important to you.

What happens at the visit

At the visit, the worker will discuss a range of options with you. These may include:

- 1. Advice on ways of managing everyday tasks to increase your independence, confidence and skills.**
- 2. Advice for any practical or emotional difficulties you or your carer may be experiencing.**
- 3. Information on resources available within the area.**
- 4. Practical solutions to difficulties you are having through the provision of specialised equipment and adaptations to your home.**

How quickly will you be visited?

We have a priority system to make sure the service is provided as soon as it can be for the people who need it most. However there may be a delay in being visited. This is because demands on the service have been increasing. Examples of people in greatest need include:

- **terminally ill people,**
- **people living alone and at risk,**
- **people being discharged from hospital who urgently require assessment.**

What can you do if you are not happy with the service?

If you receive a service, and are unhappy with any aspect of it, tell your Occupational Therapist or ask to speak to the Team Leader for Occupational Therapy. They will try to resolve the problem. But we also have a formal complaints procedure. Leaflets which explain this are available from all Social Work Offices.