



Occupational Therapy West Lothian

Guide to Services

promoting independence

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2. Contact Us

The Occupational Therapy Service consists of 3 Team Managers, 18 full and part-time Occupational Therapists and 7 Community Care Assistants. They are based in two offices and see people of all age groups across West Lothian.

Adults Team (ages 0 to 64):

Strathbrock Partnership Centre,
189a West Main Street,
Broxburn,
EH52 5LH
☎ 01506 775666

Older Peoples Team (ages 65 and over):

Bathgate Social Work Centre,
69 Whitburn Road,
Bathgate,
EH48 1HE
☎ 01506 776700

You can complete a self selection form for smaller items such as cutlery, banisters and handrails. This can be done by completing the form at the end of the [Equipment & Adaptations Self Selection booklet](#) or by contacting 01506 775608.

Community Equipment Store,
St.Johns Hospital,
Howden,
Livingston,
EH54 6PP.
☎ 01506 523335
email ces@westlothian.gov.uk

Social Care Emergency Team (24 hour service):

The out of office hours service can help if there is an urgent problem.
☎ 01506 281028
email scet-STOPEMAIL@westlothian.gov.uk

3. Do you need help to read this?

We can provide this information in different ways such as:

- Braille
- British Sign Language (for deaf people)
- Tape (for people who cannot see or read)
- Other languages such as Urdu or Cantonese
- CD Rom

If you need help to read this please contact us.

UK information about getting products that help people to remain independent is available in:

[Shqip](#) Albanian | [اے ب ر ع ل](#) Arabic
[বাংলা](#) Bengali [中文](#) Chinese
[کس ر اف](#) Farsi [Français](#) French
[ગુજરાતી](#) Gujarati [Soomali](#) Somali
[Español](#) Spanish [Português](#) Portuguese
[Türkçe](#) Turkish [و در ا](#) Urdu

4. What are our Service Standards

Mission Statement:

We aim to promote independence for children, adults and older people with a permanent physical, mental or learning difficulty by:

- giving advice on how to carry out particular tasks differently
- lending equipment
- recommending alterations to property
- getting support or advice from other agencies.

Service Standards:

We will do the following:

1. Make sure there are no barriers to receiving this service, such as language. We will accept referrals to the service by people who need our service, or on their behalf by a relative, carer or other agency.
2. Carry out an assessment within six weeks of receiving a referral, or within seven days if the situation has been defined as being high priority. We will visit you within one working day in emergencies.
3. Carry out this assessment of abilities and needs in your own home or day centre placement. The level of assessment we provide will depend on your own circumstances.
4. Welcome relatives, carers or any individual who may be involved throughout the assessment.
5. Tell you in writing that we have received a referral. We will also tell you who will be visiting you and give you a mutually acceptable appointment.
6. Provide a written record of the assessment within seven days of the assessment, which will include particular areas which have been assessed and any advice provided. This is an ongoing process. We want to make sure that everyone involved is happy with what is written before it is signed by you or someone on your behalf.
7. Give you written or verbal information about the outcomes of the assessment. We are not always in control of timescales for adaptations or equipment being delivered. However, we give information about who to contact and will contact the provider/supplier for you if necessary.
8. Give advice, including information about whether you are eligible for other services and refer you to these other services if necessary.
9. Always respect your confidentiality. With your permission, we will share information with other agencies and services such as housing and health to make sure you have access to all relevant services and benefits.

4. What are our Service Standards (continued)

10. Continue to develop joint working with housing and health colleagues to promote a more efficient service. This includes developing services for children with NHS colleagues.
11. Provide a service where people can borrow small pieces of equipment and have minor adaptations (for example, a second banister) without having an assessment. We will also consult our customers and other agencies when choosing new equipment.
12. Continually monitor and review our practice and service by consulting customers and other agencies.
13. Send out a customer satisfaction questionnaire annually. The views of our customers are important to us as they help influence future service developments.
14. Make information about our progress and outcomes available on our website every year.
15. Respond to any complaint or suggestion within five days.

You can ask for an assessment at any time. Please contact us as outlined in Section 2 above.

5. Who can use the service?

An occupational therapist can help anyone who having problems in their daily life. We may be able to help if you are:

- having difficulty coping with everyday tasks at home
- at risk of being admitted to hospital or residential care due to loss of independence
- terminally ill
- suffering from a sudden traumatic illness such as a stroke or head injury
- suffering from a long-term condition which has deteriorated or flared up such as arthritis or multiple sclerosis
- a carer or someone with a disability who needs advice and support



6. How do I apply for the service?

There are two ways to apply. You can fill in a simple self-selection form to get small pieces of equipment and minor adaptations or you can contact us directly – this is called a referral.

Depending on your age, please contact the appropriate office above and ask to speak to the Duty Worker.

At this stage, we need a range of information to prioritise the referral and to make a decision about how quickly an occupational therapist can visit you to carry out an assessment. Our Service Standards explain this process.

We may ask you:

- the reason for referral – that is, what you are finding difficult to cope with
- about any medical condition – your GP and any other health services you are in touch with, for example district nurse, community psychiatric nurse and so on
- how well you can move around the house
- about any problems with bladder or bowel control
- whether you live alone and what help you have at home
- who owns the property. We need to know this because if you rent your property, we have to ask the owner for permission to carry out any work

7. What is an assessment?

Assessment:

We can visit you to discuss what your problems are and how we can help you solve them. The assessment may take just one visit or it may take some time to complete. In most cases an assessment must be carried out before we recommend any equipment or adaptation. We may ask who else can help us understand your medical problem such as your GP, physiotherapist or nurse. During the assessment we may ask you to show us how you are managing at the moment, for example, how you get on or off the bed or up the stairs. This helps to give us a clear picture of how you are coping. For each problem there is usually more than one possible solution and we will discuss the options with you and, together, will decide what will suit you best.



Self Selection:

This service allows anyone to have small items without the need for a full assessment. This can be done over the telephone or by printing and completing the form at the end of the [Equipment & Adaptations Self Selection booklet](#). Typical types of equipment are small items such as cutlery or a pick-up stick and minor adaptations including grab rails and handles outside the front door. You can request something under self-selection and still ask for a full occupational therapy assessment as well.

8. What happens next?

We may recommend equipment or adaptations to help you be more independent at home but this must be because you need it, not just because you want it.

We can check your home for dangers and make it safer, for example, we may suggest that you lift loose rugs in case you trip. With your permission we will talk to your carers and any other people who help you (district nurses, day centre staff and so on) to make sure that our assessment gives a full picture of how you are coping and to make sure that you receive all the help you need.

9. How much does it cost?

Most equipment and adaptations are provided free of charge. Equipment provided from the Community Equipment Store Catalogue is given on permanent loan for the period of time it is needed. If there are any problems with the equipment, you can contact the Community Equipment Store to arrange to have it repaired or replaced.

The exception to this is high chairs. We lend these for six months. Funding for major adaptations and equipment, such as stairlifts, ramps or a home adaptation (such as a shower), depends on who owns the property.

West Lothian Council properties: Any major adaptation is funded by the housing revenue account. Housing also carries out maintenance and repair after completing the adaptation. This work is co-ordinated by the Capital Programme Liaison Officer who will tell you timescales and deal with any issues that arise. Please [click here](#) for more information on adaptations to council properties.

Housing Association properties: There is a good choice of housing associations that provide both general and specially designed accommodation and support. Major adaptations, such as fitting a shower, will be carried out after an occupational therapist has carried out an assessment, as long as funding is available.

Owner Occupied properties: Funding can be made available for a range of adaptations as detailed in the council's Scheme of Assistance. The grant will cover 80% of the cost, or 100% if in receipt of certain benefits (based on financial circumstances). See West Lothian Council's Scheme of Assistance or contact ☎ 01506 281377.

10. What's New?

You Said – We Did!

- ◆ **You said:** "The bath hoist is too heavy"
We provided a lightweight bath hoist with removable parts
- ◆ **You said:** "The shower stool is too big for the cubicle"
We provided a corner shower stool
- ◆ **You said:** "The kettle tipper doesn't suit cordless kettles"
We provided a cordless kettle tipper
- ◆ **You said:** "The sit to rise chair was too hard and upright"
We provided an alternative, more comfortable chair
- ◆ **You said:** "The portable ramps were too clumsy and heavy"
We provided lightweight, one piece portable ramps
- ◆ **You said:** "The metal grabrails rusted and the coating peeled"
We provided plastic ribbed grabrails instead

11. Any ideas or complaints?

Your views are very important to us. Please talk to a member of staff. If you are not happy with their reply you can contact their Team Manager.
Or you can pick up a 'comments, complaints and concerns' form from any Council Information office which you can send to us by Freepost. You may also contact our Customer Services;
☎ 01506 775000
📠 fax: 01506 775099
✉ email: customer.service@westlothian.gov.uk

12. Other helpful information

CHILDREN, ADULTS & OLDER PEOPLE

Adult Assessment Team – Physical Disabilities	☎ 01506 282252
Older People's Assessment Team	☎ 01506 776700
Children With A Disability Team	☎ 01506 773789
Ability Centre	☎ 01506 774066
Community Rehabilitation and Acquired Brain Injury Service	☎ 01506 774046
West Lothian Council Customer Services	☎ 01506 775000
Community Equipment Store	☎ 01506 523335 fax: 01506 523336
Self Assessment Catalogue and application forms	☎ 01506 775608
Occupational Therapy Service	☎ 01506 775666
West Lothian Council Housing	☎ 01506 775000
Scheme of Assistance enquiries	☎ 01506 281377
West Lothian Housing Associations enquiries	☎ 01506 775000
Home Safety Service	☎ 01506 771770
SNIP (Special Needs Information Point) – provides advice and information on services available to children with support needs and their carers.	☎ 0131 536 0583

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