NHS Lothian

West Lothian

West Lothian Council

Community Health and Care Partnership

Occupational Therapy and Technology Service

Performing Well in 2011

Occupational Therapy Service

- Carried out **2960** assessments
- Provided **1150** occupational therapy self selection provisions without the need for an assessment
- Average waiting time for an assessment is **3** weeks
- Arranged **3692** adaptations to properties in West Lothian
  300 large adaptations such as wet floor disability showers to improve independence in personal care
  3392 small adaptations such as handrails to reduce the risk of falls
- Provided **214** large equipment provisions including ramps and stairlifts to allow safe access into and around the house
- Responded to customer feedback and reviewed provision of a range of equipment provided as a result
- Introduced Worksmart for staff to allow a more flexible approach in responding to customers needs
- **98%** of customers rated their satisfaction level with occupational therapy as good or excellent

The Community Equipment Store

- Delivered **17,817** stock items to **4664** customers
- **49%** was delivered within 3 days
- **48%** equipment was cleaned and reissued exceeding our target of **40%**
- The technician completed **686** service/breakdown visits
- Replacement programme for all bath hoists over 8 years with a new upgraded model
- Contributed towards early hospital discharge of patients with **918** two man deliveries for essential equipment such as hospital beds
- Continence service now has **3650** regular customers across community and care homes.

The Home Safety Service

- Installed **541** new telecare packages for elderly and vulnerable people living at home
- Total number of West Lothian homes with telecare equipment is now **4150**
- **683** falls alerts raised to West Lothian Careline using telecare equipment issued by Home Safety allowing a speedy response
- Started a product upgrade programme for over **200** customers

Promoting Safety and Independence

Please see the following websites : www.westlothian.gov.uk or www.westlothianchcp.org.uk
To make a referral: telephone 01506 775666
For further information about our service please contact Anne Sherriff, Group Manager 01506 775666