

## How to contact Lambeth adult social services

Lambeth Adults' and  
Community Services  
Community Occupational Therapy  
Hopton House  
243a Streatham High Road  
London SW16 6EY  
Tel: 020 7926 5555

If you would like this information in large print, Braille, audio tape or in a community language, please contact Lambeth Adults' and Community Services on **020 7926 5555** or on Type talk: **18002 020 7926 5555**.

### Spanish

Si desea esta información en otro idioma, rogamos nos llame al **020 7926 5555**

### Portuguese

Se desejar esta informação noutra idioma é favor telefonar para **020 7926 5555**

### French

Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au **020 7926 5555**

### Bengali

এই তথ্য অন্য কোনো ভাষায় আপনার প্রয়োজন হলে অনুগ্রহ করে ফোন করুন **020 7926 5555**

### Twi

Se wope saa nkaeboy yi wo kasa foforo mu a fre **020 7926 5555**

### Yoruba

Tí ẹ ba ẹ̀ìmoràn yí, ní ẹ̀dè Òmíràn, ẹ̀jẹ̀, ẹ̀ kàn wà l'ágogo **020 7926 5555**

## How can adult social services help?

# Community Occupational Therapy Services



“We work with people with disabilities to help them overcome some of the practical day-to-day difficulties that they have at home.”

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**Lambeth Adults' and  
Community Services –  
Call or click to get in touch**

Telephone 020 7926 5555  
Type talk: 18002 020 7926 5555.  
[www.lambeth.gov.uk](http://www.lambeth.gov.uk)



# What are occupational therapy services?

Occupational therapy services are intended to help people with disabilities overcome the practical day-to-day difficulties they have at home. The service helps people who are unable to carry out important daily tasks because they cannot reach or use essential facilities in their home.

Community occupational therapy enables people who need support to live as independently as possible at home.

### **Who can receive occupational therapy services?**

We work with people who live in Lambeth and have a substantial and permanent physical disability, including people who have chronic ill-health of HIV/AIDS. People eligible for services will have been experiencing difficulties on managing personal care or practical tasks, and will have been assessed as needing a service.

Resources are limited and we must ensure we arrange help and support for people who are most vulnerable.

When deciding whether you are eligible for services, we will consider:

- the problems and difficulties that you face
- the risks to your health or independence

We will carry out an occupational therapy assessment. In the assessment we will usually visit you at home to have a close look at the activities which are causing you difficulties. This is an opportunity for you to tell us about your circumstances and discuss your care needs.

### **What can we help with?**

Generally we will consider things like:

- Safety on the stairs
- Getting in and out of bed
- Using the bath/shower or toilet
- Dressing
- Food and drink preparation
- Eating and drinking
- Getting in and around your home
- Getting in and out of the house

This is not an exhaustive list. Also, you may have needs that are outside of the scope of the occupational therapy service and in these cases we will try and provide advice or put you in contact with other services.

### **What sort of service are available?**

We aim to provide services that will help people live as independently as possible. The services arranged or provided will depend on a person's particular needs and the resources available.

We are committed to meeting the needs of Lambeth's diverse communities. We aim to provide services in a way that takes account of your views and which are appropriate to your cultural and ethnic background.

Depending on your needs, the occupational therapist may arrange options such as:

- An extra stair rail
- A special rail which attaches to the bed
- A grab rail by the bath or raised seat on the toilet
- Long handled dressing equipment
- Kitchen items for people with the use of only one arm
- Adapted cutlery
- An extra step and rail by the outside door

All options will be discussed thoroughly with you, bearing in mind your present and future needs.

### **What is not included in this service?**

There are some services that we do not provide. These include:

- Walking equipment
- Wheelchairs
- Storage for scooters or outdoor wheelchairs
- Dropped kerbs and disabled parking bays
- Reimbursement for adaptations undertaken privately
- Adaptations to ease the problem of overcrowding
- General repairs or improvements to your home
- Standard furniture
- Support for personal care

Again this is not an exhaustive list. Staff may be able to offer advice or put you in contact with organisations where you can get these services.

### What happens next?

We will arrange for our equipment service to deliver and fit any equipment or rails that have been ordered for you.

If the occupational therapist has assessed that major adaptations are required, we will arrange for a Government funded **Disabled Facilities Grant (DFG)** to be applied for on your behalf.

### Is there a charge for the service?

There is no charge for portable equipment or small adaptations such as rails. There is a financial assessment for large adaptations and lifts to be installed in owner occupied /privately rented properties, These works are funded through the Disabled Facilities Grant which is administered by Lambeth's Housing department. You may have to make a contribution towards their cost. The visiting occupational therapist will be able to tell you more about the process.

There is **never** a charge for an assessment.

We will always give you information about any charges so that you know how much the services will cost before you receive them.

### What about direct payments?

Direct payments are a way for you to arrange and purchase your own services. Adult social services provides the funding, which is not considered as income if you are assessed for welfare benefits.

If you are interested in finding out more about direct payments, please talk to your social worker. We will discuss your applications with you and then together we will assess whether you are willing and able to manage a direct payment and what services you can arrange using the direct payment.

### What do I do now?

If you feel that you need community occupational therapy services, please contact us. If you prefer, you can have someone contact us on your behalf.

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Community Services  
Community Occupational Therapy  
Hopton House  
243a Streatham High Road  
London SW16 6EY  
Tel: 020 7926 5555

Emergency out of hours service  
Tel: 020 7926 1000

### Standards for services

Lambeth adult social services has standards for services. Standards are a way of letting you know what you can expect from services and a way for us to improve the services we offer.

- we will begin the assessment process within 48 hours of you contacting us
- we will complete the assessment process within 28 working days
- any agreed services will start within 28 days of the assessment being completed
- if you need equipment, we will deliver and install it within seven days following an assessment by an occupational therapist
- we will aim to review your service within six weeks, and at minimum we will carry out an annual review.

If you would like more information about service standards, please speak to the occupational therapist.

### Comments, compliments and complaints

We welcome ideas and comments on all aspects of Lambeth Adults' and Community Services. If you want to tell us about excellent services or have suggestions about how services can be improved, please let us know.

If someone has a complaint about services, we normally ask that people talk to the member of staff involved. This is often the best way to get a problem sorted out.

However, if this doesn't solve the problem, or if people feel that they cannot talk to the member of staff about it, they can speak to the manager of the service. If there is still a problem, we can deal with it through our formal complaints procedure. A leaflet 'It's your right to complain', is available from any of our offices. Complaints are dealt with by:

The Complaints Officer  
Lambeth Adults' and Community  
Services  
Phoenix House  
10 Wandsworth Road  
London SW8 2LL  
Tel: 020 7926 4840