

Occupational Therapy

Helping you to stay
independent in your own home



Adult Social Services

OT01/0209

Occupational Therapy Team

POST ROOM

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If you need to contact Barnet Council in an emergency outside office hours, please contact the out-of-hours duty service on 020 8359 2000.

With thanks to

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Introduction

The Occupational Therapy service aims to help people over 18 years with everyday activities which may have become difficult because of illness, accident, getting older or disability.

The Occupational Therapy team assess the needs of people who have significant difficulties in carrying out essential activities of daily living, which may include:

- Getting in and out of bed
- Getting on and off the toilet
- Getting up and down the stairs at home.

We will consider people's needs in relation to their environment, social and family life and we will also assess the needs of their carers at the same time.

Following an assessment, we will work in partnership with you to identify the most appropriate way to meet your assessed needs and to increase your independence.

This may include:

- Providing equipment (see page 16)
- Providing minor adaptation, such as grab rails and stair rails (see page 18)
- Arranging for adaptations to your home (see page 19)
- Providing information and advice on issues relating to disability
- Helping you to contact other services, for example, physical and sensory impairment team, social workers and other organisations to enable you to access the right services.

If we are unable to help, we may offer to refer you to other organisations who can offer advice in areas such as education, leisure and training.

If you have a friend or a family member providing support to you, they may qualify for a carers assessment to have their own needs assessed.



Our commitment to you

We are committed to providing a personal and responsive service that offers choice and independence.

We aim to help adults who need support, enabling them to live safely in their own homes where possible, and to encourage their participation in the community. We will provide a range of specific services that help meet these aims. We will also assess carers needs and provide advice and equipment for them, where required.

We promise that:

- You will be treated with courtesy and respect
- Your views will be taken into account when deciding on the services that you need
- You will be given full information about services
- Your privacy, dignity and individuality will be respected
- Your individual cultural and religious needs will be respected
- Your personal information will be treated confidentially and only shared with those professionals that need to know in order to provide good quality care, with your consent.

How do I access services?

If you think you need a service or have a general enquiry you can contact the Occupational Therapy team on **020 8359 4539** (please see inside front cover for full details). If you prefer, you can ask someone to contact us on your behalf.

What happens when you contact us?

We will gather initial information about the help you need. If it is the first time you have contacted us, you may also be asked general questions about your ethnicity, language and religion and the name of your GP. This information may be gathered either over the phone or by completing an Occupational Therapy Application Form which can be sent out to you. We will then carry out an assessment of your needs.

What does the assessment tell us?

The assessment will tell us whether you qualify for services under our guidelines (eligibility criteria). The assessment will also tell us how urgently we need to provide services and whether we should refer you to other agencies to get the right support for you.

Qualifying for a service

We use guidelines set by the Government known as eligibility criteria, to determine if you qualify for a service, based on your individual needs. These guidelines are used because we want to ensure:

- People in greatest need and most at risk receive services
- Everyone who asks for a service is dealt with fairly using the same guidelines
- Everyone understands what decisions we make and why.



Our eligibility criteria

Once you have been assessed your eligible needs will be determined using the criteria in the four bandings as follows:

- Critical
- Substantial
- Moderate
- Low

Critical

Your needs will be assessed as meeting the Critical band if your circumstances mean that you are at immediate risk in your daily life. For example:

- You are unable to carry out any of your personal care routines
- You are at significant risk of harm or neglect
- You are unable to continue in employment or education because of your disability.

Substantial

Your needs will be assessed as meeting the Substantial band if your circumstances mean that there is a risk of breakdown of the present situation. For example:

- You need support to carry out most of your personal care
- You are experiencing significant difficulties in carrying out your family care, for example as a parent.

Moderate

Your needs will be assessed as meeting the Moderate band if your circumstances identify moderate risk in your daily life.

For example:

- You have some difficulties with your personal care but this does not put you at risk.

Low

Your needs will be assessed as meeting the Low band if your circumstances identify minimal risk in your daily life.

For example:

- You are able to carry out your personal care routine but with some difficulty
- You have some difficulty in accessing activities in the community but this does not effect your life.

Occupational Therapy services are provided to those people with critical and substantial needs following an assessment.

Needs in the Moderate and Low band will not qualify for services from Barnet Council. However, you will be given information and assistance to help you select the right equipment for you or may be offered services from other agencies, for example voluntary or private agencies.

What happens at the assessment?

The aim of the assessment is to find out what your needs are. We will ask you about how you manage your personal care and household tasks, what you find difficult, what might help and what support you are receiving.

We can carry out two types of assessments:

1. Self-assessment

If your needs can be met by a simple service, for example supplying a piece of equipment, we will send out a self assessment form for you to completed. This will enable you to participate more fully in the self assessment process without the need of a home visit. Once you complete the form you will be able to identify the area of your difficulties. You will then need to complete the appropriate template with measurements for any difficulties you are experiencing. This will enable us to identify the equipment you will need. If appropriate we will arrange to deliver or install equipment for you.

2. Face to face assessment

If your needs appear to meet the Critical or Substantial band (see page 10) your case will be allocated to an Occupational Therapist. Your assessment will take place in your home. You are welcome to have a friend, relative, carer or advocate with you when we carry out your assessment.

We will discuss other areas of your life with you, for example, your achievements or goals which you would like to build on, promoting independence in the home, adapting your home, accessing the community.

If you find it easier to talk to us in another language you can ask us to bring an interpreter when we see you. Sometimes you might want to say things about your care but cannot do this yourself. You can ask an advocate (representative) to help you (please see page 37 for the list of local voluntary organizations that may be able to help you).

What happens after my assessment?

If you qualify for a service you will be offered help to resolve your problems through a range of methods including equipment or adaptations. This will always be done with the intention to promote and maintain independence in the community, or to prevent admission to hospital, residential or nursing care.

We will give you a copy of your care plan in your preferred format. Your care plan says what you need and how your needs will be met.

We may arrange to visit you at your home to ensure that the equipment or adaptations meets your needs.

What if you do not qualify for any services?

There may be times when we cannot help. If this happens we may be able to put you in touch with another organisation that can help you.

How long will I have to wait?

We aim to start an initial assessment within 48 hours of being contacted and complete it within 28 days. If this is not possible we will tell you how long you can expect to wait.

Will I be charged for equipment and adaptations?

There is no charge for our visit or for your assessment.

The equipment is provided free on loan to assist people and their carers. When you no longer need the equipment we would expect you to return it to us.

There may be a charge for adaptations and a financial assessment is required for a Disabled Facilities Grant application (see page 24 for more information).



Equipment

The Occupational Therapy team can provide equipment to help meet your needs. All equipment is professionally approved by us for its suitability.

There are different types of equipment available to help you with different essential activities. The types of activities that equipment can help you with includes:

- **Getting on and off the toilet**

We can provide you with equipment to assist you to get on and off the toilet such as a raised toilet seat, a toilet frame or grab rails.

- **Getting in and out of a chair**

We can provide chair raisers so that your chair is at the correct height for you to get in and out of it more easily.

- **Getting in and out of bed**

We can provide hoists, mattress lifters, pillow lifts, rails and bars that can help you to get in and out of bed more easily.

- **Getting in and out of the bath**

We can provide a range of equipment including bath boards, bath seats, bath lifts and grab rails to help you get in and out of the bath.

- **Equipment to help you transfer**

We can provide equipment such as mobile hoists or fixed ceiling track hoists for getting in and out of bed, or in and out of the bath.

These are just a few examples of the sort of equipment we might provide. Each person is assessed individually and different solutions can be offered depending on the outcome of the assessment.



Adaptations

What is an adaptation?

An adaptation is an alteration to your home, for example a rail, something that can be fixed to the floor, ceiling or wall that help you live as independently as possible.

A member of the occupational therapy team will visit you at home to assess your needs. Recommendations for adaptations may be made to help with the following problems:

- Difficulty getting in or out of your home
- Difficulty moving around your home, such as getting to your lounge, bedroom or toilet
- Difficulty using your bathroom
- Difficulty getting around your home to care for another person.

There are 2 types of adaptations:

1. Minor adaptations

A minor adaptation may be a small grab rail, step widening, additional banister rails or entry phone system

There will be **no charge** for this work.

If you agree to have the adaptation work completed, we will arrange for a technician to visit you at home.

If you live in rented accommodation or housing associations then the owner of the property will need to give written consent to the work being carried out. If you live in a Council property and the work is carried out by the Barnet Homes there will also be no cost to yourself.

2. Major adaptations

A major adaptation may be a ramp, wider doors or a stair lift. Following your assessment, if you need major adaptations, your case will be discussed with the Occupational Therapy team Manager. If you live in a Barnet Homes property then your case will be presented to the Housing Adaptations Monitoring Panel for approval and you will be informed of the outcome.

It is not always possible to adapt a property to provide the facilities that you need. In this situation, your Occupational Therapist can discuss alternative options that are available to you. One option may be relocation to a more suitable property.

The Occupational Therapist will write details of the adaptations required (a specification) and discuss the occupational therapy specifications with you. You or the owner of the property will be asked to sign a form, to show that you agree to these specifications. If plans are required, your Occupational Therapist will help you make sure that the plans provide the facilities you need.

Funding major adaptations

Approved work can be carried out in a number of ways depending on who owns the property you live in.

Example

Mr and Mrs Ryan own their property. They are both in their eighties and are having difficulty getting in and out of the bath. They would like to alter the bathroom and possibly install a downstairs toilet. Mr Ryan is also having difficulty in getting up and down the stairs and they are considering a stair lift. They can afford to have the work done, and would like to do so, but would like some advice.

Adaptations for home owners

Who can help?

If you want to pay for the adaptations yourself, the Occupational Therapy team can still assess your needs and make recommendations about the facilities that you need. We can provide advice on the type of equipment and adaptations that should be installed either over the phone and / or arrange to visit you in your home.

We can also provide:

If you need help organising the work, Barnet Care and Repair (see pages 25-26) can help with finding a builder and supervising the works through to completion. Advice is free of charge, but there is usually a fee charged for other services. If you wish, you can employ a Private Surveyor, who will also charge you a fee.

Example

Mr Brown owns his home. He also needs adaptations but does not feel able to pay for the work himself.

Who can help pay for the work?

Once your case has been referred to Environmental Health Services they can provide help and advice on paying for the work.

They will visit you in your own home and find the best way to pay for the adaptations. You may qualify for a Disability Facilities Grant to fund the work. Please see page 24 for information about Grant Funding. Please note - grant money cannot be paid for work which you have started before grant approval has been given. A grant will be considered only for works that have been recommended by the Occupational Therapy service.

Adaptations for private tenants

Example

Miss Demetriou rents her home from a private landlord. She is having difficulty getting in and out of the bath. She is unable to use any equipment available and the Occupational Therapist has recommended a shower to be installed.

Who can help pay for the work?

Once your case has been referred to Environmental Health Services they can provide help and advice on paying for the work. They will visit you in your own home and find the best way to pay for the adaptations. You may qualify for a Disability Facilities Grant to fund the work. Please see page 24 for information about Grant Funding. They will require written permission from your landlord before any work can be done.

Any adaptations provided by us will not be removed by the Barnet Council if the tenant moves as this will be the responsibility of either the tenant or the landlord.

Adaptations for Housing Association tenants

Example

Mr and Mrs Smith rent their home from a Housing Association. They require adaptations to their home because Mrs Smith is unable to get up and down the stairs to reach the bedroom and bathroom.

Who can pay for the work?

Barnet Council will approach the Housing Association, who may agree to fund the work. If they do not have funds available to pay for the work, your case will be referred to Environmental Health Services who can provide help and advice on funding the work. They will visit you in your own home and find the best way to pay for the adaptations. You may qualify for a Disability Facilities Grant to fund the work. Please see page 24 for information about Grant Funding. We will require written permission from the Housing Association before any work is done. Barnet Council will work with the Housing Association to organise the work and make the appropriate arrangements.

Grant Funding

If Grant Funding is needed for the major adaptation, once your case has been referred, Environmental Health Services will arrange for a survey of your property to be undertaken and ask you to:

- Complete a grant application form
- Obtain two estimates for the work (you should show your builder the detailed Occupational Therapist's recommendation when they call to prepare their estimate)
- Provide plans, if appropriate
- Provide proof of ownership, a statement of income and capital and a certificate of occupation.

Environmental Health Services will also carry out a means test and tell you how much you may have to pay. If you cannot pay your contribution, they will advise you on other options available to you. If you need help completing the forms or obtaining estimates for the work, you should contact Environmental Health Services on 020 8359 7420.

Once your Grant application has been made, Environmental Health Services will send you a letter to say whether your application has been approved and the amount of grant available to you. This must be done as soon as reasonably practicable, and in any event within six months.

If you receive written approval and decide to go ahead with the work, you can then instruct your builder or contractor to start work. You will need to inform the Housing Services, Environmental Health Services and Occupational Therapy team when the work is due to commence so that they can check the work is appropriate and is in accordance with the Occupational Therapy services recommendations. A completion visit will take place when the works have been carried out.

Barnet Care & Repair Agency

Barnet Care & Repair Agency is an advisory and support service which offers a 'hand holding' service to vulnerable older people or adults and children with disabilities. Owner occupiers and private sector tenants are assisted to complete adaptation or repair works to their homes.

Staff will:

- Visit you at home to carry out safety checks and benefits checks
- Advise on the design and scope of adaptations or repairs, draw up plans and specifications and make applications for planning and building control permissions
- Assist in applying for available grants or other funding to pay for the work
- Help in obtaining quotations from reliable builders supervising works and arranging for payments to be made.

The initial visit, advice and information is free, but there is a fee of 15% for works over £2,000 if works are organised by Care & Repair. If you are eligible for a local authority Disabled Facility Grant the fee will usually be covered by the grant. They can also put you in touch with reliable contractors.

For more information, please contact the Barnet Care & Repair team on 020 8359 7462 or fax 0870 889 6793

Or write to:

Barnet Council, North London Business Park,
Oakleigh Road South, London N11 1NP

How do I maintain and repair equipment that is provided under a grant?

The grant is provided to you to pay for the adaptation that you require and to help you live independently. Once the work has been carried out and you live in a private property, the installation belongs to you and you are responsible for keeping it maintained. An extended maintenance warranty can be included in the grant to cover the first few years. You should discuss maintenance with your Occupational Therapist.

If you live in a private property and you no longer need the adaptation or if you move properties, the Council cannot pay any costs for removing the adaptation or specialist equipment.

Adaptations for Council tenants

Example

Mr and Mrs Jones are Council tenants. Mrs Jones now uses a wheelchair and needs a ramp to get into the house and a lift to get upstairs.

Who will arrange for the work?

If you live in a Council Property, all preparations for the work will be carried out by the Barnet Homes, who are responsible for the surveys and administration of special needs work. If substantial adaptations are required, you may be offered the opportunity to move to another house, which is more suited to your needs.

Where will the money come from?

If you live in a Barnet Homes property, then Barnet Homes will normally pay for the cost of the adaptations. If a major adaptation is being considered the proposed works will be presented to the Housing Adaptations Monitoring Panel who will decide whether the adaptations will be approved. The tenants will be informed of the outcome in writing and appropriate advice and support will be provided. The adaptations will be carried out as if a Disabled Facilities Grant had been awarded.

Carers Assessment

If you look after a friend or a relative who cannot manage without your help, you are entitled to an assessment of your own needs even if the person you care for does not want to receive help from Adult Social Services. This is called a Carers Assessment. To request an assessment, please contact the Occupational Therapy team on 020 8359 4539 (please see inside front cover for full details).

What can I do if I do not agree with the Occupational Therapist's recommendation?

If you are not satisfied with the recommendations that have been made, you should discuss your concerns with your Occupational Therapist to see if any other solutions are possible.



Other Useful Services

Telecare

Telecare involves the use of new technology to help care for vulnerable people in their own homes. It works through a range of unobtrusive sensors that are either worn or placed around the home and which raise an alert if they detect a possible problem.

The service uses equipment linked into a person's telephone to warn others that there may be a problem. The signals can be received anywhere, to a next-door room or to a call centre a couple of miles away. The signals alert carers that a person may need help.

The telecare service helps people to continue to live independently at home. It offers peace of mind to family and carers by ensuring swift intervention if an accident or incident happens.



What are the benefits of Telecare?

- Gives confidence to vulnerable people
- Enables people to stay independent and safe at home
- Provides support and reassurance for carers
- Helps to prevent falls or accidents
- Helps to prevent admission to hospital
- Provides a rapid response to crisis situations.
- What types of equipment are available?
- A range of telecare equipment is available including:
 - Fall detectors
 - Bed and door exit monitors
 - Smoke, heat and flood detectors
 - Light motion detectors and
 - Wandering sensors.

Some of the equipment is standalone and is suitable for people with a live-in carer or family member. The majority is suitable for people who live alone as it can raise an alarm into a call centre using a base unit connected to a phone. The call centre is run by Barnet Homes Lifeline, who currently run Barnet's community alarm (Lifeline) service.

For more information about telecare, please speak to your Occupational Therapist on 020 8359 4539 (please see inside front cover for full details).

Travel Concessions

Freedom Pass

Freedom Pass gives people free travel on buses, trains, trams, tubes and DLR services in London. It is paid for by your local council to help older and disabled people get around. Disabled people who hold a 'disabled freedom pass' travel free at all times. You can find more information about the pass at www.freedompass.org.

To be eligible for a Freedom Pass, you must be a permanent resident of the London Borough of Barnet and:

- a. Have a permanent physical disability, a disability which is likely to last for 12 months or more and affects your ability to walk more than 100 metres or do not have arms or have a long-term loss of the use of both arms or would have a driving licence refused on the grounds of medical fitness
- b. Are registered deaf and/or without normal speech (unable to communicate orally in any language)
- c. Are registered sight impaired (partially sighted) or severely sight impaired (blind)
- d. Have a learning disability
- e. Have a severe mental health problem that requires specialist mental health services for at least two years.

For more information about Freedom Passes, please contact the Assisted Travel Section on 020 8359 4131 or you can fax 0870 889 5472.

Or write to:

Assisted Travel Section, PO Box 49065
London Borough of Barnet, London N11 1UZ
Website: www.freedompass.org

The Blue Badge Scheme

The Blue Badge Scheme is designed to help people with severe mobility problems who travel either as drivers or passengers, by allowing them to park close to their destination. You can get a badge if:

- You receive the higher rate of the mobility component of the Disability Living Allowance
- You receive a War Pensioners' Mobility Supplement
- You are registered blind
- You have a severe disability in both upper limbs, regularly drive a motor vehicle but cannot turn a steering wheel by hand the steering wheel of a vehicle even if it is fitted with a turning knob, or you, regularly drive a non adapted car but cannot operate, or have considerable difficulty in operating, all or some types of parking meter.
- You have a permanent and substantial disability, which means you are unable to walk or have very considerable difficulty in walking
- Children under the age of two will only qualify, if due to a specific medical condition they need to travel with bulky medical equipment or be close to a vehicle for emergency medical treatment. In such cases the badge will expire the day after the child's second birthday.

For more information about Blue Badges, please contact the Assisted Travel Section on 020 8359 4131

(see page 33 for full details)

North London Dial-a-Ride

Dial-a-Ride is a door-to-door multi-occupancy vehicle for disabled people who cannot use public transport. It can be used for many different social journeys, for example, shopping, visiting friends and family, doctors' and dentists' appointments and going out at night. To be eligible for Dial-a-Ride membership you must have a permanent or long-term disability or health problem which makes you unable or virtually unable to use public transport. If you think you may be eligible for Dial-a-Ride you should contact your local London Dial-a-Ride depot, who will send you an application form.

London Dial-a-Ride
Progress House
5 Mandela Way
London SE1 5SS

Telephone 0845 999 1999
Fax 020 7027 5801
Website www.tfl.gov.uk

Travel Voucher Scheme

This scheme allows Barnet residents with physical or sensory impairments which prevent them from using buses or trains to travel in local hire cars at greatly reduced fares. People who are registered blind or partially sighted are also eligible to apply. If you have regular access to private transport, you are unlikely to qualify for this scheme. For more information about this scheme, please contact the Assisted Travel Section on 020 8359 4131 (see page 33 for full details)

Essential Guide for Disabled People

The 'Essential Guide for Disabled People' contains more information about services available to disabled people living in the London Borough of Barnet. Copies of the guide are available from libraries, Adult Social Services offices or by contacting the Communication Officer for Adult Social Services on 020 8359 4579 or you can email adultsocialservices@barnet.gov.uk

Where to go for more information

If you would like to find out more, please contact the Occupational Therapy team:

Telephone	020 8359 4539
Fax	020 8359 4361
Typetalk	18002 020 8359 4539
Email	occupational.therapy@barnet.gov.uk
Website	www.barnet.gov.uk/occupational-therapy
Open	Monday-Friday 9am-5pm

Or write to:

Occupational Therapy for Adults
POST ROOM
Adult Social Services
North London Business Park
Oakleigh Road South
London N11 1NP

Useful contact details

Disability Action in the Borough of Barnet (DabB)

954 High Road, North Finchley, N12 9RX

Telephone 020 8446 6935
Fax 020 8446 3763
Textphone 020 8343 7632
Email disability@dabb.org.uk
Website www.dabb.org.uk

Barnet Carers Centre

Global House, 303 Ballards Lane, North Finchley N12 8NP

Telephone 020 8343 9698
Fax 020 8445 1193
Email admin@barnetcarers.org
Website www.barnetcarers.org

Advocacy in Barnet

Advocacy in Barnet, The One Stop Shop

4-5 The Concourse, Grahame Park, London NW9 5XB

Telephone 020 8201 3415
Fax 020 8205 3618
Email info@advocacyinbarnet.org.uk

Tell us what you think

It is important for us to know what we are doing well and what we need to improve. If you would like to give us your views about the service you have received, please phone **020 8359 4299** or fax **0870 889 5476**.

Alternatively please write to:

Complaints Officer
London Borough of Barnet
FREEPOST NAT 8011
London N11 1BR

If your complaint is about abuse or ill treatment, please contact Adult Social Services on **020 8359 2000** and ask to speak to the duty social work team.

For more information on Safeguarding Adults, please visit the Barnet Council website - www.barnet.gov.uk/safeguarding-adults

Access to Records

Under the Data Protection Act 1998 you are entitled to know what personal information Adult Social Services holds about you, what the information is used for, and with whom this information is shared.

Barnet Council has produced a policy to help occupational therapists, social workers and other social care staff to record information in the best possible way.

This booklet is available on audio tape, CD, large print, Braille or alternative language.

To request your preferred format, please contact the Information Officer for Adult Social Services on 020 8359 4579 or email adultsocialservices@barnet.gov.uk.

Information about adult social care also be found on the Barnet Council website - www.barnet.gov.uk