



# This is your guide to The Occupational Therapy Service

## This guide may be useful to you if you are:

- A child, young person or an adult with a disability;
- An elderly person who has problems with daily living tasks because of your age;
- Someone who has a progressive condition;
- A carer for someone with a disability; or
- Someone who has a mental health problem and or a learning disability and also has difficulty with everyday living tasks.

## How to get help

You can contact us to make a referral, or you can give someone else permission to contact us on your behalf. The contact details are at the end of this guide. When you contact us, we will ask for some details and talk about how we can help you. Depending on your enquiry, this may include providing information or advice or arranging for an assessment of your needs.

## Working out what your needs are

Before the Council can provide services to you, we will need to decide if you have eligible needs to receive our support. We use national eligibility criteria to help us understand how your needs affect your day-to-day life to determine what support may be available. This ensures that people are treated fairly and equally. Once your assessment is complete, we will tell you if you are eligible to receive help. For more information see our guide to Adult Care and Support.

If you don't have eligible needs, we can offer you advice, information about specialist suppliers of equipment and other services which may help.

We may arrange to visit you at home to find out what difficulties you are having with everyday tasks. We will ask you to show us how you manage these tasks, such as how you:

- get in and out of your home;
- get in and out of your bath;
- get in and out of bed;
- get on and off the toilet;

- get around the house and use the stairs; or
- prepare food and drinks.

You may wish to ask a carer, friend, family member or someone else you trust to be with you. If appropriate we will then look at any difficulties your carer may be having looking after you.

## How can you help me?

Once we have identified the difficulties you or your carer are experiencing, we will work out ways to help. We will do this by:

- providing advice;
- looking at the ways in which everyday tasks can be done differently;
- providing you with a specialist piece of equipment on loan;
- recommending alterations or changes to your home; or
- referring you to other services that can help.

You will be offered a copy of your plan which has been agreed with you and a feedback form for any Complaints, Comments, Compliments or Concerns about the service you receive.

**If you need help to read or understand this guide, please speak to your or social care worker, or contact Adult Social Care on 01642 771500.**

### Adult Social Care Contact Details

**Address:** Directorate of Adults & Communities Adult Social Care  
Redcar and Cleveland Borough Council Seafield House  
Kirkleatham Street  
Redcar, Yorkshire  
TS10 1SP

**Telephone:** 01642 771500

**Email:** [contactus@redcar-cleveland.gov.uk](mailto:contactus@redcar-cleveland.gov.uk)

**Website:** [www.redcar-cleveland.gov.uk](http://www.redcar-cleveland.gov.uk)

Our normal office hours are:

**Monday to Thursday: 8.30 am - 5.00 pm**

**Friday: 8.30 am - 4.30 pm**

If you need help in emergency when our offices are closed, you can contact the

**Emergency Duty Team: Telephone: 01642 524552.**