

Equipment to support independence

Occupational Therapy Services

November 2019

Equipment can be used to support people in their everyday lives to continue to do the things that are important to them. It is often available online, in local disability shops and national chains as well as via specialist organisations. A list of places can be found at the end of this information, although this is not exhaustive.

Often people can access the right solution themselves by contacting our services for impartial advice and information. The Welsh Government are encouraging people, their families and friends to find solutions wherever possible with the introduction of the Social Services and Wellbeing (Wales) Act 2014.

This allows our services to focus on those that needs us most. If someone has ongoing needs and even with this information, don't feel confident to follow this through, we can offer a proportionate assessment, and in some cases a trial of equipment to ensure it is likely to work for you before you purchase something. This offers the opportunity to think about what is important to you and discuss ideas of how it can be achieved.

For those with more specialist needs, a more detailed assessment is carried out focusing on the 'occupations' or day to day activities you want to carry out and the support that you and/or your carers need. Specialist equipment is trialled alongside other solutions, such as examining routines and techniques that may help and in some cases adaptations. A plan is drawn up with yourselves and/or carers and families to establish who is responsible for what elements of the plan. This may involve specialist moving and handling or telecare equipment which may need regular servicing.

For help and advice contact: 03000 858 858
Social Services,
Preswylfa, Hendy Road, Mold, Flintshire, CH7 1PZ
Email: spoa@flintshire.gov.uk

Community Resources

You can find out your nearest chemist by calling NHS Direct Wales on 0845 46 47 or on the web at www.nhsdirect.wales.nhs.uk

There are also special shops selling equipment - see Yellow Pages under "Mobility & Access" or on the web at www.yell.com

Some local providers include:

Disability Resource Centre, Ysbyty Glan Clwyd, Sarn Lane, Bodelwyddan, LL18 5UJ. 01745 341967 www.disabilityresourcecentre.uk

Health Care Centre, Alexandra Buildings, The Roe, St Asaph, LL17 0NA
0800 3580540 www.hccwales.com

DSL Mobility Ltd, 141 Holt Road, Wrexham, LL13 9DY
01978 253520 www.dsllmobility.co.uk

Ableworld:

17 Georges Crescent, Wrexham, LL13 8DA. 01978 358588
St David's Retail Park, High Street, Saltney, CH4 8SN. 01244 675608
www.ableworld.co.uk

Vision Support

Unit 1&2, The Ropeworks, Whipcord Lane, Chester, CH1 4DZ 01244 381515
www.visionsupport.org.uk

North Wales Deaf Association

77 Conway Road, Colwyn Bay, Conwy, LL29 7LN
Telephone: 01492 530013 Fax: 01492 532615 SMS: 07719 410355
www.deafassociation.co.uk

The Disabled Living Foundation is a charity offering free, impartial advice about all types of equipment for older and disabled people. Their helpline is on 0300 999 0004 or go online to www.dlf.org.uk.

Note: All information is correct at time of print but may require checking. Flintshire County Council do not take any responsibility for actions of individual companies.

Questions and complaints

If things go wrong

We are aware that despite our best efforts there may be occasions when a service user has a complaint.

Any complaint about services can be made to your Occupational Therapist or Disability Officer or the Team Manager.

If you wish to make a formal complaint this should be made to:

The Complaints Officer
Social Services
Tŷ Dewi Sant
St David's Park
Ewloe
Flintshire CH5 3XT

Phone: 01352 702623
Email: ian.maclaren@flintshire.gov.uk

A leaflet "Your right to Compliment and Complain" which explains how your comments can be made and how they will be dealt with is available from the same address or on our website at www.flintshire.gov.uk/careinfo

Mae'r ddogfen hon ar gael yn Gymraeg. Cysylltwch â 03000 858 858 i gael fersiwn Gymraeg.

This document is available in Welsh. Please contact 03000 858 858 for a Welsh version.

For a copy of this leaflet in braille, large print, CD or tape call 03000 858 858.

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