

# SAFE<sup>TM</sup> WELL



## Occupational Therapist Home Visits

We can help you find  
the right daily living aids  
and services to make  
everyday tasks easier

# What is an Occupational Therapist (OT)?

An Occupational Therapist can help you if illness, disability (physical or mental) or simply ageing is preventing you from doing the things you want to be able to do in your everyday life. This may be day-to-day tasks such as having a bath, cooking or getting dressed. It may also include fun things such as hobbies and socialising, or going to work. An OT will work with you to find different ways of carrying out activities to help you live life your way.

## What happens at a home visit?

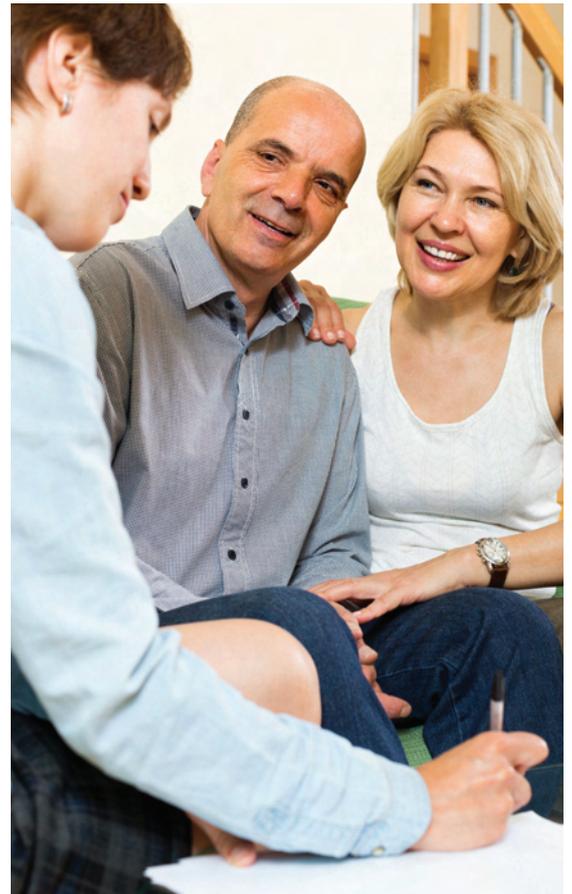
A Safe+Well™ OT spends at least an hour with you in your own home talking about the things you want to be able to do - looking at how you manage at the moment and how you can use your skills and abilities to be more independent and safe at home.

You will be given plenty of time to tell us about the things you would like to be able to do more easily at home and ask any questions you may have.

Our OT may recommend daily living aids (products) you can purchase to help with tasks you're finding difficult. They will show you pictures and videos of the products if possible.

Our OT may suggest other ways you can do tasks to make them easier. They may also suggest local services in your area where you can find support.

Our OT may suggest simple changes you can make or more complex alterations to your home that could help you live safely and independently.



## What happens afterwards?

After we've been to see you we will send you a letter with all of our recommendations we discussed. Some people find it helps to use this letter when discussing different options with their relatives too. The letter will include details about a range of daily living aids (including where you can buy them from) and other services which you might find useful. There is NO OBLIGATION to buy any of these products or services.

We will contact you between 5 and 10 working days after the visit to check you have received our letter and answer any further questions.



## What credentials and experience do OTs have?

All our OTs are members of their professional body, The British Association of Occupational Therapists and The College of Occupational Therapists. They are also registered with the Health and Care Professions Council and are Enhanced DBS checked. This means that you can be sure they are following approved Codes of Conduct. You can even check they are qualified and registered for yourself at [www.hpc-uk.org/check](http://www.hpc-uk.org/check). All our OTs have skills, knowledge and experience with working with older and disabled people in their own homes, and are qualified to give professional advice and recommendations about daily living aids and home adaptations.

## How much will it cost?

The OT visit will cost £165 - this includes: the home visit itself, a written follow up report with recommendations, and a follow up phone call. No additional costs are charged for travel; however, we can only arrange visits within the areas that have a Safe+Well™ service.

For an additional charge we can also continue to support you with any larger adaptations you may want to go ahead with.

If you decide to purchase any of the daily living aids we recommend you can do this through Safe+Well™ or through our network of local retailers.

## How can I find out whether the home visit is right for me?

Contact Safe+Well™ for a free, no-obligation discussion with our OT about your needs. If you decide to book a home visit then we can arrange this at a convenient time for you, usually within seven working days.

## How do I pay for the home visit? Can I cancel if I change my mind?

We take payment by credit or debit card in advance of the home visit. There is a 14 day cancellation period. If you change your mind after paying for the visit then we can refund your payment if you cancel before the visit takes place, in line with our terms and conditions.

# Our promises to you

We will:

- agree a convenient date and time to visit you and send you confirmation of the appointment by email or letter
- give you a 14 day cancellation period
- listen and give you plenty of time to talk
- be honest if we think we don't have the right the product for you
- never try to sell you products
- only suggest products that we believe will help you
- suggest a range of places to buy products
- keep all personal information confidential unless there are exceptional circumstances that involve concerns about your safety. You can request our safeguarding and data protection policies at anytime.

## Trust Safe+Well™

Safe+Well™ is a service provided by NRS Healthcare and supported by your local authority.

NRS Healthcare has over 65 years experience providing products and services to support independent living. NRS Healthcare is a member of the British Healthcare Trades Association (BHTA) and abides by its code of practice, which is approved by the Trading Standards Institute. This means that you can trust our services and products are of the highest standard and quality.



**Contact your local Safe+Well™ Service to find out more about home visits and other ways we can help you:**