



Occupational Therapist Home Visits

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

What can I expect from a home visit?

Our Occupational Therapist (OT) will spend at least an hour with you, in your own home, talking about the things you want to be able to do. They'll look at how you manage now and how you can use your skills and abilities to be more independent and safe at home.

You'll 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 help you find these products and show pictures and videos if possible.

They may suggest other ways you can do tasks to make them easier.

They may suggest local services in your local 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 independently.

What will happen afterwards?

After our visit, we'll send you a letter with all of the recommendations that we discussed with you. We'll also include details about a range of daily living aids and where you can buy these from. There is no obligation to purchase any of the products or services we recommend.

We'll contact you between 5 and 10 working days after our visit, to check that you have received our letter and answer any further questions you may have.

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

You can contact our Safe+Well™ OT for a free, no-obligation discussion about your needs and you'll be able to decide whether a home-visit is the right solution for you.

How can I arrange a home visit from a Safe+Well™ OT?

Please contact us through the enquiry form on the Safe+Well™ website or on the local number provided for your area and we'll arrange with you, a suitable time for on our OT's to visit you.



What is an OT?

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

All of our OT's are members of their professional body – the British Association of Occupational Therapists and The Royal College of Occupational Therapists. They are also registered with the Health and Care Professions Council and are enhanced DBS checked.

This means you can be sure they are following Codes of conduct. You can check they are qualified and registered for yourself at:

 www.hpc-uk.org/check.

How much does an OT home visit cost?

It will cost £165. This cost includes:

- The home visit
- A written follow up report with recommendations
- A follow-up phone call

We can continue to support you with any larger adaptations you may wish to go ahead with, for an additional cost – if this is something you're interested in, please ask our OT during your home visit or follow-up phone call.

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 listed on the Safe+Well™ website.



How do I pay for the home visit?

We ask that you pay in advance by credit or debit card. There is a 14-day cancellation period. If you change your mind after paying for the visit the we can refund you payment, if you cancel before the visit takes place, in line with our terms and conditions, which can be found here:

 www.safeandwell.co.uk/kent/terms_and_conditions.php





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 any time.



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