

# Equipment and Minor Adaptations for Older and Disabled people in Slough

**A guide to who qualifies and how to apply**



## **What sort of equipment is available?**

There is a wide range of equipment to help disabled and older people manage everyday activities more safely and independently in their own homes. Occupational therapists and other specially trained staff can give you advice, assess your needs and those of your carer. Depending on your individual circumstances a loan or equipment can be recommended, that enables you to:

- Use the toilet, wash and dress
- Manage eating and drinking
- Carry out household chores like cooking and tidying up
- Get in and around your home
- Get on and off your chair, bed or wheelchair

## **Additional equipment**

If you are in need of any of the following items, please contact your surgery or the hospital you attend.

- mobility equipment such as wheelchairs or walking aids
- medical equipment such as pressure care cushions or hospital beds
- equipment for temporary disability such as leg fractures, or recovery from surgery e.g. hip replacements.

## **Who is entitled to equipment?**

Only Slough residents with longstanding conditions and permanent physical or sensory disabilities will usually receive equipment from social services.

**We want to help as many people as possible, but we have to make sure that those who are in most need receive the greatest help.** Not everyone who has an assessment of their needs will receive equipment or a service.

## **How do I request equipment from social services?**

You or someone on your behalf can contact social services at Slough Borough Council on 01753 690400 Mondays to Fridays, between 9am to 5pm. You will need to request an assessment of your needs to find out if you are eligible for assistance. An occupational therapy team worker will assess your circumstances in more detail. We will ask about your situation in order to work out how best to help you.

The length of time the assessment takes will depend upon how complicated your needs are and how many other agencies are involved. Sometimes other health professionals will assess you and then ask social services to provide equipment that they have recommended.

## **How will my assessment be carried out?**

Your assessment will usually be carried out in your own home in full consultation with you. You may wish to involve someone who looks after you (your carer) or someone to speak for you. With your permission we may need to talk to staff from other agencies for example your doctor or district nurse.

## **Putting together a care plan**

We shall jointly agree with you a summary of the needs we have both identified and what we want to achieve. We will confirm in writing how we have jointly agreed to meet those needs. This is called a care plan.

## **Organising your equipment for you**

Commonly issued equipment is usually delivered, within seven days of completion of the assessment. This is issued from the Berkshire community equipment service joint store.

Less common, specialist and made-to-measure equipment may need to be ordered from manufacturers or other suppliers, and can sometimes take several weeks or months to be delivered. In these cases, your occupational therapist will help you discuss temporary ways of managing whilst you are waiting.

## **Do I have to pay for the equipment?**

NO - equipment is free of charge, and is lent to you for as long as you reside in Slough and it meets your requirements. Social services will arrange for the repair, replacement and any necessary maintenance or servicing costs of your equipment. You are expected to take good care of your equipment and may be required to pay for wilful damage or loss. When the equipment is no longer required, you are expected to return it in good condition.

## **What if the equipment needs fitting to walls, furniture or amenities? ('Minor adaptations')**

We can arrange for items to be fitted at your home with the permission of the owner of the property. If the owner is not the disabled person, it is the responsibility of the disabled person to obtain written permission from the owner before the work may be carried out.

Please note: when your equipment is no longer required, it is the responsibility of the owner to make good and redecorate any disturbed areas at his/her own expense.

## **Can I purchase my own equipment?**

Yes. There are a variety of other sources of equipment for sale, hire and loan - mail order companies, local and national shops, charities and other organisations. You will find some of them listed at the end of this leaflet in the 'useful contacts' section. You can also find suppliers listed in the yellow pages under disability information and services.

Before buying equipment you are advised to try it out first or check whether you can get a refund if it is not suitable.

## **Will social services fit equipment that I have purchased?**

NO. You will need to make your own arrangements.

**Age Concern Slough have a handyman service and may be able to assist people over 55yrs of age for a nominal fee.**  
(Please see contact numbers at the end of this leaflet)

## **Financial assistance with purchases**

If you are on income support, you might be eligible to get a community care grant towards equipment (there is a minimum amount).

You may also be entitled to attendance allowance (over 65yrs) or disability living allowance (under 65yrs) to help with extra

expenses relating to your disability. This could also help you to pay for equipment.

You can get the application forms from the benefits agency (Please see contact numbers at the end of this leaflet).

Some charities and voluntary organisations will give grants towards equipment.

## **Useful contacts**

- Slough Borough Council website  
[www.slough.gov.uk](http://www.slough.gov.uk)
- Age Concern Slough  
Tel: 01753 822890
- Berkshire Disabled Information Network  
Tel: 01344 755528
- Benefits Agency  
Tel: 01753 615600
- Benefits (One Stop Shop)  
Tel: 01344 755528
- Welfare Benefits Advice  
Tel: 01753 875776
- Disabled Benefits Helpline  
Tel: 08457 123456
- disAbility Forum for Slough  
Tel: 01753 524176

- Disabled Living Foundation  
Tel: 0118 987 2803
- Royal National Institute for the Blind  
Tel: 0345 669999
- Royal National Institute for the Deaf  
Tel: 0870 6050123
- Listening Books  
Tel: 0118 987 2803
- NHS Direct  
Tel: 0845 4647
- Slough P.A.L.S.  
Tel: 01753 635615
- Slough Carers Support  
Tel: 01628 668413
- Berkshire Community Equipment Service  
Tel: 0118 959 6357
- Better Care Higher Standards Charter - available from the One Stop Shop; Town Hall; NHS walk-in centre or [www.slough.gov.uk](http://www.slough.gov.uk)
- Home Improvements Agency - A service designed to help older and disabled homeowners and private tenants who need repairs, improvements or adaptations.  
Tel: 01753 875264

## **How to contact us**

You can contact the Community Care Services Department for advice and support, we are here to answer your calls from 9.00am to 5.00pm - Monday to Friday.

**Please phone us on 01753 690400**

You can email us at [communitycare@slough.gov.uk](mailto:communitycare@slough.gov.uk) or visit our website [www.slough.gov.uk](http://www.slough.gov.uk).

**Emergency calls received on the above number outside normal hours will be passed to our special emergency social care service.**

This leaflet can be made available on audio tape, in braille, large print and in other languages on request.

**If you would like a copy of this document translated please ask an English speaking person to request this by calling 01753 690759. Alternatively please call Slough Translation and Interpreting Service on 01753 701157.**

ਬਫਿ ਆਪ ਫਿਨ ਫੁਮਾਬੰਗੁ ਕੰ ਖ਼ਰੂਬਾਫੁ ਕੀ ਕਾਪੀ ਟਾਗਿਲ ਕਰਨੀ ਚਾਹਨੇ ਤੈ ਜੇ ਕੂਧਯਾ ਆਂਗ੍ਰੇਜ਼ੀ ਬੋਲਨੇ ਵਾਲੇ ਕਿਸੇ ਕਰਕਿਨ ਕੋ ਕਹੇ ਕਿ ਬੋਲ 01753 690759 ਯਰ ਫੈਲੋਫੋਨ ਕਰਕੇ ਨਿਬੰਫੁਨ ਕਰੋ। ਯਾ 01753 701157 ਯਰ ਸਕੀਫੁ ਫੁੰਕਿਲੇਜ਼ਨ ਆਫ਼ ਫ਼ਿੰਟਰਪ੍ਰੇਟਿੰਗ ਸਰਵਿਸ ਕੋ ਫੈਲੋਫੋਨ ਕਰੋ।

Abt otrzymać kopię tego dokumentu przetłumaczoną na język polski należy poprosić osobę mówiącą po angielsku o zadzwonienie z takim żądaniem pod numer 01753 690759. Można również skontaktować się z serwisem tłumaczy 'Translation and Interpreting' w Slough, telefon 01753 701157.

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਤਰਜਮੇ ਦੀ ਕਾਪੀ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਵਿਅਕਤੀ ਨੂੰ ਕਹੋ ਕਿ ਉਹ 01753 690759 ਤੇ ਫੈਲੋਫੋਨ ਕਰਕੇ ਬੋਲਣੀ ਕਰੇ। ਜਾਂ 01753 701157 ਤੇ ਸਲੋਹ ਟਰਾਂਸਲੇਸ਼ਨ ਅਤੇ ਇੰਟਰਪ੍ਰੇਟਿੰਗ ਸਰਵਿਸ ਨੂੰ ਫੈਲੋਫੋਨ ਕਰੋ।

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اگر آپ کو اس ڈاکیومنٹ (دستاویز) کی ترجمہ شدہ کاپی درکار ہو تو براہ کرم انگریزی بولنے والے کسی شخص سے کہیں کہ وہ 01753 690759 پر فون کر کے طلب کرے۔ یا 01753 701157 پر سلاؤ  
ٹرانسلیشن اینڈ انٹریٹنگ سروس کو فون کریں۔

**This document can be made available on audio tape, braille or in large print, and is also available on the website where it can easily be viewed in larger print.**

**Slough Borough Council builds services that challenge and overcome all forms of discrimination, are responsive to all our communities needs and celebrate diversity.**