

OCCUPATIONAL THERAPY STANDARDS

Acute Services

Medical/Surgical/Orthopaedic/Stroke
Private Patients' Wing

This leaflet is designed to tell you what standards you can expect from the Occupational Therapy Service to the acute service area.

The Occupational Therapy staff aim to provide a consistently high quality, effective, efficient and courteous service at all times. We also aim to ensure that our intervention is evidence based and in accordance with current best practice and that all staff are appropriately trained to carry out their duties. Your comments of praise and criticism are welcome as we continually try to improve our service. You may send your comments to the address below or alternatively complete one of the comment leaflets situated around the hospital and post it in the adjacent comment box.

Where indicated the Occupational Therapist may be involved in one or more of the following areas

- Assess activities of daily living e.g. personal care and kitchen activities assessment.
- Provide perceptual and cognitive testing.
- Provide in-patient and out-patient treatment programmes.
- Assess for and provide aids to daily living

- Undertake a range of visits to the home environment:-
 - before an operation for elective orthopaedic surgery;
 - prior to discharge;
 - post discharge follow up visits.
- Refer to other services and agencies.

Referral to Occupational Therapy

If you are admitted to hospital and there are concerns about your ability to manage your everyday activities, the staff on the ward will refer you to us. Once we have received your referral you will normally be seen in 2 working days.

If you are due to have elective surgery (from pre assessment clinic) you will be referred and seen in your home environment prior to admission.

Consultation and Choice

- Whilst referral to the Occupational Therapy Service may be in your best interest, please be aware that at any stage you have the right to decline.
- Your plan of intervention will be discussed with you and we will endeavour to meet your individual needs.
- Students – the department takes students throughout their training. It will not affect your treatment if you decline to have a student present.

- From time to time we will issue a questionnaire in order to gain feedback to help improve our services. You are not obliged to complete this form.

Service by telephone

You can expect us to:

- Respond quickly and courteously, identifying ourselves and our department by name. If no one is available to answer your call, there is a 24 hr answer phone.
- Be helpful and provide the information you require.
- If your query involves another department, we will direct you to the appropriate person.
- Respect patient confidentiality at all times.

When we visit you on ward

You can expect us to:

- Respect your privacy, dignity and confidentiality.
- Wear official identification.
- Explain our role.
- Give you an opportunity to discuss your concerns and participate in decisions about your care.
- Keep you informed about any delays and provide you with an explanation.

When we visit you at home

You can expect us to:

- Identify ourselves using official identification.
- Check that you understand the reason for our visit.
- Remember that we are guests in your home.
- Be open and honest with you.

Comments about our service?

If you wish to comment on the service you receive or make a complaint, there are, in the first instance, leaflets available upon request from Noble's Hospital. Any complaint or comment will be welcomed as part of the Isle of Man Hospitals' Quality Assurance programme.

For more detailed information regarding a formal complaint please refer to "**A Patients Guide to the Complaints Procedure for Hospital and Community Health Services**" available from hospital and community health care settings and on the DHSC web site.

Contacts

Named therapist.....

Contact number.....

DEPARTMENT OF HEALTH

Rheynn Slaynt

The Information in this booklet can be provided in large print or in audio format on request.

DEPARTMENT OF HEALTH

Rheynn Slaynt

**Noble's Hospital
Occupational Therapy
Acute Services**

**SERVICE
STANDARDS**

Department of Health
Noble's Hospital, Braddan
Douglas, Isle of Man, IM4 4RJ
Website: www.gov.im/health

