

Social Services

Equipment to Support Independence



June 2023

EQUIPMENT TO SUPPORT INDEPENDENCE - INFORMATION LEAFLET

Mae'r ddogfen hon ar gael yn Gymraeg / This document is available in Welsh

RELATES TO	Occupational Therapy Service
REFERENCE NUMBER	LL14
DEPARTMENT	Adult Social Services
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LAST REVIEW DATE	June 2023
DATE OF NEXT REVIEW	June 2025

EQUIPMENT TO SUPPORT INDEPENDENCE

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.

HELP AND ADVICE

Community Resources

Chemist - 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 ONA	
0800 3580540	www.hccwales.com
DSL Mobility Ltd 141 Holt Road, Wrexham, LL13 9DY	
01978 253520	www.dslmobility.co.uk
Ableworld 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	
Tel: 01492 530013 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.	
0300 999 0004	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.

For support from Social Services, contact:

Single Point of Access (SPOA)



03000 858 858

Social Services, Preswylfa,

Hendy Road, Mold, Flintshire, CH7 1PZ.

Email: spoa@flintshire.gov.uk

USEFUL CONTACTS

A wide range of voluntary organisations provide independent advice and assistance. Contacting them will give you information on your rights.

Flintshire Citizens advice Bureau	
08444 772020	www.flintshirecab.org.uk
Flintshire Care and Repair Flintshire Care and Repair offer advice on housing repairs, adaptations and benefits for disabled and elderly people.	
01352 758700	www.flintshirecr.co.uk
Age Connects North East Wales	
08450 549969	www.acnew.org.uk
Mencap Cymru Helpline	
0808 808 1111	www.mencap.org.uk/wales
MIND	
01352 757637	www.flintshiremind.org.uk
North East Wales Carers Information Service (NEWCIS)	
01352 752525	www.carers.org/local/wales/flintshire
Flintshire Disability Forum	
01352 755546	
Social Services First Contact, Preswylfa, Henty Road, Mold, Flintshire, CH7 1PZ	
03000 858 858	SSDUTY@flintshire.gov.uk www.flintshire.gov.uk/careinfo

COMPLAINTS, COMPLIMENTS AND REPRESENTATIONS

We are aware that despite our best efforts there may be occasions when you need to make a complaint. Any complaint about the services can be made to your Social Worker, their Team Manager or you can contact:

The Complaints Officer
Social Services
County Hall
Mold
Flintshire, CH7 6NN 01352 702623

Email: myview@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 online at: www.flintshire.gov.uk/careinfo

A wide range of information on the care and support system in Wales is available online at: www.dewis.wales

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

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

This leaflet is available in alternate formats including Braille and Large Print on request to 03000 858 858.