



URBAN REGENERATION & HOUSING  
DEPARTMENT

OCCUPATIONAL THERAPY

4 LEVEL ASSESSMENT  
PROCESS

## **INITIAL CONTACT**

To request an initial assessment for equipment or adaptations, you need to get in touch with the Contact Centre via telephone, personal visit, letter or email.

Customer Services Officers will collect basic personal / environmental details and outline of your situation.

## **INITIAL ASSESSMENT**

All new referrals to the section are screened by the Assessment Officer.

We will contact you to complete a Self Assessment Form. If we are unable to contact you, or you have communication difficulties, we can post the form out for you to complete at home and return to the office.

We may, with your agreement, contact carers, family members or other agencies to obtain information which will assist the assessment.

Following the initial assessment and in consultation with the Team Manager, the Assessment Officer may decide that you are not eligible, under the Council's Criteria, for the provision of services. We will inform you of this by telephone and in writing, advising of alternative sources of assistance if possible.

If you are considered to be eligible for services, the Assessment Officer will explain how your application will be dealt with and give you a clear time scale in which to expect this to happen. We will follow this up in writing.

## **LEVEL 1 ASSESSMENT**

### DEFINITION

*A clear need for basic equipment and / or minor adaptations can be identified where there is no other alternative, and the provision will minimise risk to the individual in carrying out personal activities of daily living.*

Examples:

- Chemical toilet / commode
- Perching Stool
- Additional Stair Rail / Grab Rail

SERVICE STANDARD:

Customers will be contacted by telephone within [3 working days](#) of receipt of referral. Equipment and minor adaptations will be delivered [within 7 days](#) of requisition being received by the Home Loans Store

## **LEVEL 2 ASSESSMENT**

### DEFINITION

*The Self Assessment process has identified that the applicant has no other presenting needs other than bathing.*

### Example:

The applicant is unable to, or is having difficulty accessing the bath, with or without assistance, and has not been provided with bathing equipment in the past.

### SERVICE STANDARD:

Customers will be contacted within [3 working days](#) of receipt of referral and an appointment made with 'the Bath Bus' [within 5 weeks](#). Appropriate equipment will be left with the service user at the time of the assessment or delivered [within 7 working days](#)

## **LEVEL 3 ASSESSMENT**

### DEFINITION

*The request is for a general assessment of need, and the Customer is experiencing difficulties in more than one area.*

### Example

The applicant may be experiencing difficulties with transfers, personal activities of daily living, access to/from his/her home, climbing stairs in addition to problems with bathing.

### SERVICE STANDARD:

Customers will be contacted [within 3 working days](#) of referral and an assessment completed [within 11 weeks](#) of receipt of referral

The Senior Practitioner OT will prioritise all incoming level 3 requests for assessment and decide on the complexity of the case based on the following criteria.

### **PRIORITY 1 - HIGH PRIORITY (response within 24 hours)**

*Applications where there is perceived to be a very high risk factor e.g.:*

- Unplanned hospital discharge requiring essential items of equipment.
- Death or admission to hospital of informal carer of a person with disabilities.

### **PRIORITY 2 - MEDIUM PRIORITY (response within 2 weeks)**

*Applications where there is perceived to be a high risk factor, lack of privacy, or the main carer is struggling to cope e.g.:*

- The applicant is living alone and is unable to, or having great difficulty accessing/getting on/off the toilet, getting in/out of bed, feeding.
- The applicant is unable to access basic amenities and is sleeping and using a commode in the only room which could be used by the family as a living area, and where this room is used as a play area for young children.
- The carer has expressed concern that they are no longer able to manage the person they care for at home for a variety of reasons including deterioration in personal health, deterioration in the disabled person's functional ability, moving and handling issued, relationship breakdown.

### **PRIORITY 3 - LOW PRIORITY (response within 11 weeks)**

*Applications where the applicant's quality of life is affected by not being able to carry out certain daily living tasks either independently or with assistance, but the person is able to live within the community or relatively low risk e.g.:*

- Experiencing difficulty mobilising around the home.
- Experiencing difficulty/unable to access in/out of property.
- Experiencing difficulty with toileting, washing, dressing, personal care and dependent on others to assist with this.
- Bathing, where problems are experienced in conjunction with the above.

### **NON - COMPLEX ASSESSMENTS (carried out by OT Assistants)**

- The information obtained clearly states the applicant's home circumstances, medical condition and functional ability.
- The diagnosis indicates that the applicant's functional ability is likely to remain stable or deteriorate gradually over a period of time.

- The likely outcome of the assessment will be equipment and or minor adaptations.

### **COMPLEX ASSESSMENTS Carried out by Senior Practitioner / Experienced OT Assistants under supervision of Senior Practitioner)**

- New referrals from Under One Roof are dealt with by the Senior Practitioner
- OT Assistants approaching the progression bar on their salary grade will co-work some cases with a qualified OT or Senior practitioner to gain experience of more complex issues.
- Experienced OT Assistants will undertake assessments which may be of a more complex nature, and make interim provision prior to a comprehensive assessment being undertaken by a qualified OT

### **LEVEL 4 ASSESSMENT**

#### DEFINITION

*There is a clear need for a complex assessment where major adaptations are a likely outcome.*

#### Example

- The applicant's home situation and/or support network is unstable.
- The applicant's property does not lend itself to adaptations which will meet identified need and a compromise has to be considered.
- The application indicates that there may be a need for multi-agency involvement to determine an assessment outcome e.g., Rehabilitation issues, complex care managed cases.
- The applicant's condition is such that there may be a rapid deterioration with a poor prognosis, or functional ability is variable.
- The initial assessment has indicated that major adaptations e.g., lift or extension will be necessary to meet the customer's long term needs.
- The customer has a progressive condition which will need ongoing intervention and monitoring.

- The referral is for a child and is allocated directly to the paediatric OT.

**SERVICE STANDARD:**

Customers will be contacted [within 3 working days](#) of referral and an assessment completed [within 30 weeks](#) of receipt of referral

The OT will prioritise all incoming Level 4 requests for assessment and decide on the complexity of the case based on the same guidelines as for a Level 3 assessment.