

Participation

We value our patients and families participation in developing the services we provide, listening to what you have to say and taking the appropriate action as required.

If you wish to participate please visit the participation section within our website www.accordhospice.org.uk

If you do not have access to the internet please request a leaflet.

Suggestions, Comments & Complaints

If you have any suggestions, comments or complaints about how the service can be improved, please speak to a member of staff.

If you are not satisfied with the response, please discuss your concerns directly with the Chief Executive at ACCORD Hospice:

Jacki Smart
0141 581 2000

Should you feel that your complaint has not been resolved by ACCORD Hospice, you may contact Healthcare Improvement Scotland (HIS) directly, at any stage:

Edinburgh Office:
Gyle Square
1 South Gyle Crescent
Edinburgh EH12 9EB
0131 623 4300

Glasgow Office:
Delta House
50 West Nile Street
Glasgow G1 2NP
0141 225 6999

Email: hcis.complaints@nhs.net

www.healthcareimprovementscotland.org

If required this leaflet is available in other languages & formats

Occupational Therapy



Information for Patients & Relatives



Occupational Therapy

The Occupational Therapy service at ACCORD Hospice is provided by Senior Occupational Therapists (OT's) and a support worker known as a Technical Instructor.

The service is offered to people who attend the Day Therapy Unit and In-Patient Unit at the ACCORD Hospice and those being cared for by the ACCORD Hospice Community Specialist Nurses, in their own homes

Referrals will also be accepted directly from other healthcare professionals in hospitals and Community Specialist Nurses.

Your first assessment

At your first assessment, either as a patient at the In-Patient Unit, Day Hospice or in your own home, the OT's will discuss and assess your daily living needs with you. A programme of care will then be agreed.

Intervention will focus on increasing your independence with daily tasks and maximising your physical, psychological and social potential.

Our Hours Of Work

Monday	8.30am - 4.30pm
Tuesday	8.30am - 4.30pm
Wednesday	8.30am - 4.30pm
Thursday	8.30am - 4.30pm
Friday	8.30am - 4.30pm

Due to current Health & Safety legislation and the risks associated with passive smoking, we would ask you not to smoke during a home visit.

What Occupational Therapy Can Help With

- Increasing your safety and independence
- Looking at priorities and different ways to deal with everyday tasks
- Assessing environment and providing equipment
- Advising on saving your energy, managing fatigue, anxiety and breathlessness
- Giving support and education to your family / carers
- Working with other agencies such as community carers to meet your needs if being discharged from the hospice
- Engagement in meaningful activities

Cancelling an Appointment

If for any reason you cannot keep, or need to change the day or time of your appointment, please telephone:-

0141 581 2011

If no-one is available to take the call please leave a message on the answering machine.

