

Compliments, Comments and Complaints

We welcome feedback about our services so please contact the Patient Advice and Liaison Service on Freephone **0800 783 4839** or email: **elft.pals@nhs.net**

If you are not happy with the service and your treatment, please ask to speak to the service manager to try and resolve this. Or contact the PALS team.



Contact Us - Ask for a referral form

Occupational Therapy
Clinical Resource Centre
Twinwoods Health Resource Centre
Milton Road
Clapham
Bedfordshire
MK41 6AT

Tel: 01234 310589

More information:

<https://www.hcpc-uk.org/>
<https://www.rcot.co.uk/>
<https://wfot.org/>

Web: elft.nhs.uk



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.
We care . We respect . We are inclusive

BEDFORDSHIRE AND LUTON

Occupational Therapy

Services for people who have a learning disability

Helping you live your life your way



**We care
We respect
We are inclusive**

What is it?



Occupational Therapists help people be as independent as they can be.

We help adults with a learning disability.

We find out what support you need and help you build everyday skills.

We help the people around you to understand how they can help you too.

Where we see people
We see people at home.

We see people at work, school, college, day centre, respite and the community.



What will happen?

We will visit you to find out what help and support you need.

We will work with you to make a care plan that shows how we can support you.

We will look at your care plan regularly to make sure it still meets your needs and plan what should happen next.

How we can help

- We help you understand how things like light, noise or touch make you feel
- We help you get involved in your local community
- We help you make a routine that works for you —this includes sleeping, eating, and activities you enjoy.

Confidentiality

We will not share any information that you give us without discussing this with you first and getting your consent.

The only exception to this is if we consider that your life or the wellbeing of someone else could be at risk.

