

Occupational Therapy Level Access Shower installation

Alison's Story

About

Alison is 70 years old and lives with her husband Phil in a Housing Association bungalow in Pill where they have been for 14 years. They are very happy where they live and with Phil being handy around the house, take pride in their home. They have a positive outlook and support each other to enjoy life.

When Alison was in her 50s, whilst holidaying in France she had a massive brain haemorrhage which left her in a coma for almost three months. Two weeks after waking she was discharged and went home to her family.

Since the health scare, Alison has suffered a weakness in her left side which results in balance problems. She has had several falls, which very often result in injury. Phil has installed grab rails to help her manoeuvre more easily around the house and Alison says Phil is her 'walking aid' and she relies on him immensely.





Contact with Adult Social Services

After a visit from a member of staff at the Housing Association, the couple were informed they were due a new bathroom and could apply for a wet room or walk in shower through North Somerset Council. Phil spoke to their doctor who put them in contact with Adult Social Services. This resulted in one of the Occupational Therapists (OT) Andrea, arranging to meet them.

Andrea arranged to meet them at the Single Point of Access (SPA) clinic in Weston.

Andrea and Alison completed an OT assessment, which looked at what would help Alison move around the house independently. Alison described the process as “simple” and said that “Andrea was lovely”.

The OT assessment supported a level access shower installation, and a Disabled Facilities Grant was approved by the Council, putting Alison on the waiting list for the adaptations to be made to the bathroom.

The couple also requested a bed lever to aid Alison getting out of bed. This was, however, not possible as the bed was too low to the ground. They are currently managing and will revisit and look at options if needed later.

Experience of Adult Social Services

Alison and Phil described their experience of Adult Social Services as a positive one and said OT, Andrea, was “very helpful and such a nice woman”.

However, they had not received any updates as to when the bathroom will be fitted and have found this frustrating. They were also unsure about who would be carrying out the work and who to call to chase. They were unaware of the services provided by Adult Social Services and suggested it would be a good idea to have information in the welcome pack from the Housing Association.

After hearing Alison and Phil’s feedback, Andrea got back in touch with them and gave them the information they required, including timescales for the bathroom and who to call if they needed further updates. We are also reviewing the information and advice which is available about Adult Social Services to make sure it is more accessible.