

# Provider comms: contacts for Social Care OT referrals/advice and equipment queries




North Essex

**North Essex** (Colchester, Tendring):  
**North Early Intervention team**  
[ASCNorthEarlyIntDuty@essex.gov.uk](mailto:ASCNorthEarlyIntDuty@essex.gov.uk)  
**0345 603 7630**

**Customer Service Centre**  
(formerly Social Care Direct):  
**0345 603 7630**

**Out of Hours Emergency Duty Team:**  
**0845 6091212**

**West Essex** (Uttlesford, Epping, Harlow):  
**Single Point of Access team**  
[SPAteamwest@essex.gov.uk](mailto:SPAteamwest@essex.gov.uk)




West Essex



Mid Essex

**Mid Essex**  
(Braintree, Maldon, Chelmsford):  
**Mid Incoming (Duty) Team**  
**03330138928**

**South Essex** (SE – Basildon, Brentwood, SW – Castlepoint and Rochford):  
**South OT Hub**  
[southOT.hub@essex.gov.uk](mailto:southOT.hub@essex.gov.uk)



South Essex

## Equipment service:-

main number: **0333 013 5438** (for all enquiries incl. hoist breakdowns during office hours (9-5 Monday – Friday))

out of hours **ceiling track hoist breakdown only**: **0300 003 1623**

email address: [ECL.Contactcentre@essexcares.org](mailto:ECL.Contactcentre@essexcares.org)

# Provider comms: Referrals to Social Care OT

**What do they do:** Social Care OT's support adults ("clients"/"residents") in the community (own home, care home, supported living) to break down barriers preventing them from living the life the way they want to.

## How can Social Care OT's support you as providers care for your adult:

- Where carers are finding transfers more difficult, the equipment used is no longer suitable and you are unsure what to do, OT's can assess moving and handling activities and provide recommendations and/or equipment
- Reviewing the adult's functional level to ensure the care provision meets the person's level of need to increase your capacity
- Work with you to consider different ways of enabling the person to be as independent as they can be if they are having difficulties, which could be changing techniques or providing equipment
- Exploring minor or major changes to the person's property to help them to get around and do daily tasks easier.
- Look at ways to help them get out of their home and into the community to be able to go to the places they want to visit.

**NOTE: Please refer your adult as soon as you notice they are having difficulties which you cannot resolve yourselves so we can get an OT out as soon as possible.**

## What Social Care OT's do not do:

- Deliver moving and handling training for your organisation
- Provide or assess for wheelchairs – these referrals need to go to via the GP to a specialist OT within the local wheelchair service
- Deliver specific treatments or equipment linking to health needs – such as splinting, rehab, pressure cushions etc, as these are needs that Health OT's would address, referral for these would be via the GP

## To refer to a Social Care OT:

- If the adult has a package of care which is part or fully funded by social care then you can refer through your local OT hub – see '**contacts for Social Care OT referrals/advice and equipment queries page for details**'
- If they pay privately for their care then you can refer them via our **Customer Service Centre – 0345 603 7630**