

## Provider comms:

### Contacts for Social Care Occupational Therapy referrals/advice and equipment queries

**NEW:** Request social care support via the online form at [Ask for Social Care Help](#)



**North Essex** (Colchester, Tendring  
Neighbourhood teams):

**North OT Hub**

[ASCSNorthEarlyIntDuty@essex.gov.uk](mailto:ASCSNorthEarlyIntDuty@essex.gov.uk)

**0345 603 7630**



**Mid Essex**  
(Braintree, Maldon, Chelmsford):

**Mid Incoming (Duty) Team**

**0333 013 8928**

If you cannot access our  
online form, then you  
can call:

**Customer  
Service Centre**

**0345 603 7630**

Monday to Thursday,  
8:45am to 5pm  
Friday, 8:45am to 4:30pm

**Out of Hours  
Emergency  
Duty Team:  
0345 6061212**

**West Essex** (Uttlesford, Epping,  
Harlow):

**OT Hub West Incoming**

[othub.west.incoming@essex.gov.uk](mailto:othub.west.incoming@essex.gov.uk)



**South Essex** (SE – Basildon,  
Brentwood, SW – Castlepoint &  
Rochford): **South OT Hub**

[OTDutySouth@essex.gov.uk](mailto:OTDutySouth@essex.gov.uk)



**Equipment service:- Medequip Community Equipment Service**

**Main number: 0333 034 2048** (for all enquiries incl. hoist breakdowns during office hours (8am-8pm Monday – Saturday))

**Out of hours: 020 8573 2871** (all other times except there is **no** service between 12am and 7am)

**Email address: [essex.medequip-uk.com](mailto:essex.medequip-uk.com)**

The logo for Medequip, featuring the word "MEDEQUIP" in a stylized blue font with a green swoosh under the "E".



## Provider comms: Referrals to Social Care Occupational Therapy

**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 persons 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 need's that Health Occupational Therapist's would address, referral for these would be directly through the relevant referral pathway or 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 online form at [Ask for Social Care Help](#)

If you need any advice on where to go for OT support or any other questions, then consider coming along to the weekly Provider OT drop-in clinic every Wednesday from 23<sup>rd</sup> April 2025

## The Care Provider OT Drop-in Clinic

**FREE**



10.30am – 11.30am every Wednesday on Teams  
Scan the QR code to gain direct access  
or email [quality.innovation@essex.gov.uk](mailto:quality.innovation@essex.gov.uk)  
to request an invite.

**This is a FREE (virtual) Occupational Therapy (OT) clinic exclusively for care providers to help you support those you care for.**

**Caroline, our Senior Occupational Therapist will be on hand to answer your questions, such as:**

- **Obtaining advice as to where to go for the OT support you may need for a client/resident**
- **General OT queries which may cover meaningful activity, safer handling, equipment/adaptations, falls prevention or other topics.**

