

Support

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3. Grants
4. Isle of Man MS Forum
5. Independent Living Centre
6. Benefits available in IOM

1. MS Welfare Officer



Charlotte Caley is the MS Society Welfare Officer. Charlotte can be contacted at mssocietyiom@gmail.com or 452207. Charlotte provides holistic support to everyone in the Isle of Man who has multiple sclerosis, to their families and their carers. The society engages the MS Welfare Officer through Crossroads Care and the service has been extensively used since 2005. The activities of the Welfare Officer include, but are not limited to -

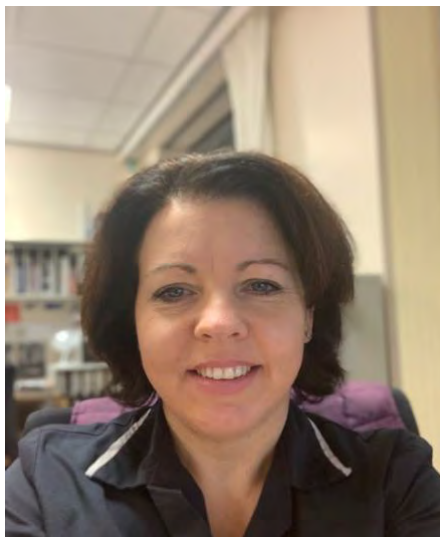
- Check on the welfare of MS patients through telephone support, via email and home visits.
- Check on the welfare of MS patients in residential/nursing homes/hospitals.
- Provide emotional support and social interaction via regular home visits, where appropriate.
- Determine physical needs of MS patients and assist with applications for grants where needed.
- Along with colleagues at Crossroads, assist MS patients with the completion of DLA and Blue Badge forms and any issues with social services.
- Provide MS information to members, carers, family members and other interested parties.
- Help MS patients, carers and supporting families access services.
- Act as a bridge between MS patients and health professionals.
- Follow up on referrals from Nobles Hospital, social services and others.
- Encourage and support MS patients to attend organised social and exercise classes to help improve their well-being.
- Assist and encourage MS patients to join the MS Society.
- Network with various organisations to meet the welfare needs of MS patients.
- Attend healthcare, hospital & social services forums.
- Attend seminars for newly diagnosed MS patients and provide information about the MS Society and the MS support network.

2. MS Health Professionals & Services

Neurologist – Dr Wojciech Pietkiewicz or Dr Martyn Bracewell. - please click on photo below for information and contact details for the Neurologist (link to page 7 of this document)



MS Neurology Nurse - Heidi Morris – please click on photo for information and contact details for the Neurology Nurse



MS Occupational Therapist –Please note that occupational therapist services to MS patients is provided on a team basis as opposed to a specific individual, For contact details, please go to page 9 of this document

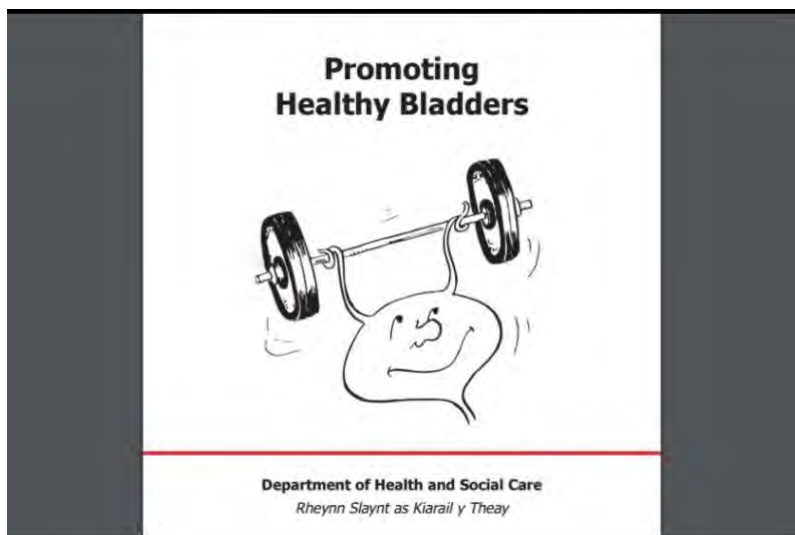
MS physiotherapist - Christine Harris – please click on photo for information on MS physiotherapy services and for contact details.



Disabilities Social Work Team - please click on photo for information on disabilities social work team services and for contact details.



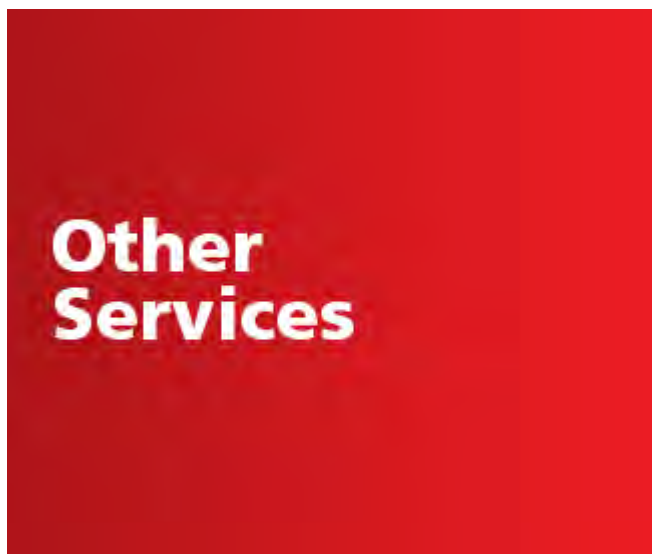
Continence Advisor – Karen Keeling - please click on photo for information on continence advisory services and for contact details



Dietitian - please click on photo for information on dietitian services and for contact details.



Other Services - For details of other health services for MS patients please click on the photo below.



Neurologist

People with suspected Multiple Sclerosis will generally be referred by their GP or other specialist to the Neurology Clinic at Nobles Hospital. This is a 'satellite' clinic run by a consultant Neurologist from The Walton Centre in Liverpool, either Dr Pietkiewicz or Dr Bracewell.

A Neurology clinic is held weekly at Nobles Hospital.

Diagnosis of MS is usually based on a history of symptoms and on the results from a series of tests. The most common test is an MRI scan which is usually performed on the Island

Your Neurologist can be contacted
(via the secretary) on

650898

MS Neurology Nurse

The MS Neurology Nurse Specialist is based on the Island and works closely with the Consultant Neurologists.

The Neurology Nurse provides a specialist nursing service to adult patients with progressive neurological conditions including Multiple Sclerosis.

This service involves:

- Supporting the patient and family at diagnosis
- Providing education for patients, family and healthcare professionals
- Providing information and support on treatments and medication
- Liaising with and referring to other team members eg Physiotherapy, Dietitian if necessary
- Home visits if required
- Nurse-led clinics
- Information on life-style issues

You should contact the nurse if:

- You are concerned about any symptoms you are experiencing
- You need advice about medication
- You want information about how multiple sclerosis is affecting you

You can access this service by:

- Contacting the nurse directly
- Asking a health professional to send a written referral

Contact Details

Monday, Wednesday and Thursday 0815-1715hrs

Friday 0900-1500hrs

Heidi Morris

Neurology Nurse Specialist

Nobles Hospital

Strang

Isle of Man

IM4 4RJ

e.mail ; heidi.morris@gov.im

Tel. **650421**

Occupational Therapy Service

Occupational Therapists aim to help people of all ages with many different kinds of disability to remain at home as safely and independently as possible.

They can help identify difficulties in everyday life (including work, self care and leisure) and try to find ways to help individuals become more independent in these activities.

Occupational Therapists also support carers who are looking after people with disabilities.

Services include:

- The provision of rehabilitation to increase independence
- Advice on work simplification, fatigue management and energy conservation
- Provision of specialist equipment
- Assessment for larger or more permanent equipment such as stair lifts and adaptations not provided by the OT service
- Advice and support for carers
- Trained Occupational Therapists in FACETS (Fatigue: Applying Cognitive behavioural and Energy Effectiveness Techniques to LifeStyle), this is an evidence-based group program for people living with multiple sclerosis. It is designed to help you learn to manage fatigue. The FACETS program incorporates 'energy effectiveness' techniques and ways to maximise energy – as well as cognitive behavioural strategies, and helpful ways of thinking about fatigue. It is delivered in a group setting for 6 weekly sessions lasting 2 hours

Any member of the health care team can make referrals, or alternatively patients or carers can contact the service directly.

Contact Details

Community Occupational Therapy Team tel 642511; by email cats@gov.im; or you can do a self referral by going to: **<https://www.gov.im/categories/health-and-wellbeing/therapy-services/physiotherapy/community-adult-therapy-service-cats/home-visits/>**

Physiotherapy

Physiotherapy for Multiple Sclerosis is tailored to the needs of each individual and their symptoms. It is beneficial for someone with a new diagnosis of MS to see a physiotherapist as soon as possible to have an assessment and agree upon the best programme to suite them.

The main goals of physiotherapy are to promote good movement patterns and independence. Physiotherapy can provide exercises and treatment to maximise your abilities in the following areas:

- Muscle strength and control
- Joint range of movement
- Balance and coordination
- Core stability
- Correct posture and walking patterns

After an initial assessment, you are encouraged to manage your MS through home exercise programmes under guidance of your physiotherapist. If your condition changes, you are always welcome to ask advice from your physiotherapist on any issues that concern you.

If you required a referral to physiotherapy, you can access the service through referral from your GP, consultant or any other healthcare professional.

Contact

Physiotherapy Central Community Health Centre **642158**

The main contact for MS patients is christine.harris@nobles.dhss.gov.im

Disabilities Social Work Team

This team supports disabled people between 18 and 65, and the aim is to work with them and, where appropriate, their carers and others, to:

- Assess need
- Provide information, advice and support
- Plan a structured intervention
- Arrange access to services to meet needs
- Review and evaluate the intervention

The intention of the team is to enable disabled people to:

- Maximise independence
- Experience ordinary patterns of living
- Enjoy the same rights, responsibilities, opportunities and choices as the non-disabled

Referral Process

Referrals can be made by anyone – patients, families, or any Health Service professional.

Contact the Adult Services Access Team on **686179** or write to:

4th Floor Markwell House

Market Street

Douglas

IM1 2RZ

The main contact for MS patients is Marilyn Danielson.

Email - Marilyn.Danielson2@gov.im. Phone 463548.

The Adult Services Access Team will offer initial advice and assess eligibility for services. When appropriate they will pass the referral on to the Adult Disabilities Team.

Office hours are Monday-Thursday 0915-1700, Friday 0915-1630

If the individual with MS is over 65 years old then the older persons social work team will be able to assist (contact details as above).

Continence Advisor

The Continence Advisor is part of the Community Nursing Service and is a Registered Nurse who specialises in helping people who have problems with bladder or bowel control.

She can advise on treatments for continence problems, enabling people to maintain or regain their bladder or bowel control, and also on management if the problem is not completely curable.

An assessment of your problem is made first, and this may include a chart for you to complete and non-invasive investigations such as a bladder scan.

If you require a supply of suitable pads for your problem, this can be arranged by the Continence Advisor, including home delivery where necessary. This service is free to anyone living in his or her own home, or in private or charitable residential care. Pads for those in Social Services care or private nursing care are provided free of charge by the relevant homes.

The Continence Advisor can also prescribe a number of continence related aids and appliances.

Referrals can be made by any healthcare professional, or patients can phone or visit a drop in clinic at Nobles Hospital, Thie Rosien in Port Erin or Ramsey Cottage Hospital.

The continence advisor can be contacted on tel. **693551**, e.mail Karen.keeling@gov.im

or by writing to:

Karen Keeling, Continence Advisor

Community Health Centre

Westmoreland Rd

Douglas, IM1 4QA

Dietitian

Dietitians are the only qualified health professionals that assess, diagnose and treat diet and nutrition problems.

They are degree-qualified health professionals who:

- Help to promote nutritional well-being, treat disease and prevent nutrition-related problems
- Provide practical, safe advice, based on current scientific evidence

Dietitians are the only nutrition professionals to be regulated by law and governed by an ethical code, to ensure that they always work to the highest standard

Only those registered with the Health Care Professions Council (HCPC) can use the legally protected title 'dietitian'.

You can be referred to a dietitian by your GP or specialist nurse, or if you are underweight you can self-refer to the dietitian service. More information on diet and on self-referral can be found at:

<https://www.gov.im/categories/health-and-wellbeing/hospitals-and-emergency-treatment/nobles-hospital/nutrition-and-dietetics/>

The department operates Monday – Friday 8:30am to 5:30pm

Contact Details: Telephone: **650870**; rachel.cleator@nobles.dhss.gov.im

Other Services:

Psychology Service

The Neuropsychology Service is a specialist psychological service for people over the age of 16 years, who have a range of cognitive, emotional and behavioural difficulties as a result of neurological conditions and brain injuries.

Specialist assessment and short to medium term goal focused interventions (such as cognitive rehabilitation, behavioural interventions, cognitive behavioural therapy, and solution focused therapy) are delivered in order to optimize personal independence, psychological wellbeing and community participation.

You can be referred to the service by any health care professional involved in your care.

Contact details:

Neuropsychology Service,

Department of Health and Social Care,

Ballakermeen Road, Douglas. IM1 4BR

Tel: 642814

If you are concerned about cognitive, behavioural or emotional problems discuss this with your GP, MS Nurse or Neurologist.

For people experiencing common mental health problems like anxiety, stress, panic and depression not directly related to their MS they can access the Community Wellbeing Service on the Island which offers a range of brief psychological interventions that can help people to support themselves and make positive changes.

You can self-refer by tel 642540 or

online at <https://www.gov.im/self-referralCWS>

Unfortunately, Manx Care do not currently have a neuropsychologist. We will advise when one is appointed.

General Practitioner

Your doctor (GP) is vital in the overall care of patients and their families.

Your GP is the first point of contact for you and will be involved from the beginning and in establishing a diagnosis. All the other healthcare professionals you come into contact with will be in contact with your GP.

Your GP's knowledge of you and your family will enable him/her to guide you through any difficult periods.

District Nursing Service

The District Nursing Service provides nursing care, support and advice to people living in their own homes or residential homes. A District Nursing Sister / Charge Nurse manages a team of nurses to ensure that care is appropriately planned and delivered to those who need it, whilst also ensuring family members and / or carers receive the help and support they need. District Nurses address the information needs of patients and carers, both in terms of their treatment regimes, health education and advice to maintain health and promote independence.

To achieve this, the District Nursing Service works closely with every GP Practice and members of the wider multidisciplinary team.

The District Nursing Service operates between 0830-1700hrs 365 days a year.

Contact Details

Referrals can be made directly by patients or carers, GP surgeries will be able to give the contact number. Alternatively referrals are accepted from the hospital, GP's or other health professionals.

District Nursing Administration Team telephone **642650**.

Long Term Condition Coordinators

The long term condition coordinators (LTCC) are part of the community nursing team and work alongside GP surgeries identifying patients who have complex co-morbidities or complex needs that would benefit from case management. They also help empower patients in order for them to be experts in their own conditions and to self-manage.

Contact details

LTCC work 0830-1700hrs Monday to Friday except for Bank Holidays

Referrals are from G.P.s only.

Southern Group Practice/Ballasalla/ Castletown:

Caroline McLoughlin 831864

Palatine /Kensington/Peel Group Practice:

Sue Wilson 665942

Onchan/Laxey/Snaefell/Finch Hill/Loch Promenade/Hailwood surgeries:

Emma Cleator 651657

Ramsey Group Practice:

Ann Corkill 811830

Patients must have given consent / agree with referral and be willing to engage with the service.

Eyes in MS

Some people with MS can experience eye problems which may include blurring of vision, double vision, pain around the eye. Others have no eye problems at all.

Optometrist (Optician)

- Often your first contact if you notice any change in vision, e.g. blurring, loss or reduction in vision or colour vision
- If unable to relieve your symptoms with prescription glasses, the optometrist will advise referral to an ophthalmologist.

Ophthalmologist (specialist eye doctor)

- Provides a full eye examination (often including the assessment of visual fields)
- Identifies and treats the cause of the symptoms
- Often eye symptoms in MS may resolve of their own accord and no treatment is necessary.

Orthoptist (specialises in disorders of eye movements)

- The ophthalmologist may refer you to the orthoptist if you experience double vision
- Double vision can usually be resolved using temporary plastic prisms fitted onto normal glasses
- The orthoptist can also advise on using different head positions to relieve double vision or 'wobbly' vision (nystagmus).

Guidelines for referral to the Ophthalmologist

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3. Grants

Isle of Man group maximum grant limits

- Home adaptations £2,500
- Wheelchairs £2,000
- Scooters £1,500
- Specialised beds £1,500
- Riser chairs £1,000
- Special exercise equipment £1,000
- Clinical aids £1,000
- Furniture now £600
- Computers/laptop £350
- Bankruptcy fees £680
- Vocational training £800
- Respite breaks £1,200
- Others £500

Notes

1. A letter of support from one of - the MS Welfare Officer, MS Nurse, MS Physiotherapist, an occupational therapist or social worker is required. This letter will confirm the need and suitability of the item being requested and must state the reason why the Isle of Man Government or Manx Care cannot provide the required item.
2. Where possible, two quotes to confirm the price and ensure best value for money are also required.
3. The grant application should be made before the required item is purchased or before the required work is undertaken.
4. A simple statement from the applicant confirming that their level of savings does not exceed £20,000.
5. The request should be submitted to the Isle of Man MS Group Coordinator, who will forward it to the Committee who will then consider the request in strictest confidence.
6. The item for which the grant is being requested may be zero rated for vat.

Before requesting a grant from the MS Society for home adaptations, please check the Isle of Man Government's House Improvement Adaptations Scheme to see if you qualify for a grant under this scheme. For details, go to <https://www.gov.im/categories/home-and-neighbourhood/affordable-housing/house-improvement-adaptations-scheme-hias/>

4. Isle of Man MS Forum

In 2005, the MS Forum was formed in the Isle of Man. The purpose of the MS Forum is to review and to enhance the service of health care provided to MS patients in the Isle of Man. The MS Forum is comprised of representatives from the IOM MS Society, a number of MS Patients and the MS Health Professionals.

The Forum meets on a quarterly basis and communicates regularly regarding issues which affect MS patients.

In addition, the Forum organises “Meet the Health Professionals Drop In Sessions” and organises seminars for newly diagnosed MS patients and seminars for health workers who are not ordinarily involved with MS patients in order to help these health workers better understand MS and the needs of MS patients.

If you have any issues or concerns which you would like to be discussed at the MS Forum, please contact derekpattience@hotmail.com; 480755 or Charlotte Caley, mssocietyiom@gmail.com or 452207. Any matter which you wish to be discussed will be done on a confidential basis.

5. Independent Living Centre

There are over 20,000 products on the market designed to assist older and disabled people. The Independent Living Centre ('ILC') offers specialists information and impartial professional advice about daily living products to enable older and disabled people to make informed decisions about the products they may wish to use.

The ILC provides people with the opportunity to see and try a vast range of products. These include bed, bathroom and kitchen equipment. We also have stair lifts, moving and handling equipment and demonstration accessible showers.

The ILC aims to provide:

- easy access for members of the public to free, impartial information and advice on equipment and adaptations
- assessment for appropriate equipment provided by skilled staff
- a permanent exhibition of a representative and specialist range of products
- a resource centre providing information on local organisations, charities and support groups
- a resource centre for training and education

Appointments will be with one of the Occupational Therapists who will discuss your needs with you, demonstrate equipment so you can be sure it's right for you.

The OT's do not sell equipment, but do have information on national, local and mail-order retailers.

The centre is open for you to drop in (no appointment required) on Wednesdays from 10am until 2.30pm. For enquiries outside of the drop in time, please call: +44 1624 642511 or email: cats@gov.im

The ILC is based at the Community Health Centre on Ballakermeen Road, Douglas, at the rear of the Central Health Community Centre the front of which is on Westmorland Road

6. Benefits available in IOM

There are a number of benefits available to people with disabilities in the Isle of Man.

These include, but may not be limited to:

- [Attendance Allowance](#)
- [Blue Badge Scheme / Disabled Parking](#)
- [Carer's Allowance](#)
- [Car tax exemption](#)
- [Disability Living Allowance](#)
- [Income Support](#)
- [Incapacity Benefit](#)

<https://www.gov.im/categories/benefits-and-financial-support/illness-and-disabilities/>

You may also be eligible of the disabled persons tax allowance which currently stands at £2,900.

Please contact your social worker or Charlotte Caley, mssocietyiom@gmail.com or 452207 for advice regarding benefits.