

Adapting your home for independent living

(HFD - 218)

Private Sector Housing Promoting warm and safe homes in Herefordshire



designed by communications, 'Brockington', 35 Hafod Road, Hereford, HR1 1SH

**You at Home
Private Sector Housing
Herefordshire Council
84 Whitecross Road
Hereford
HR4 0DH**

**Tel: 01432 260757 / 260710
Email: yah@herefordshire.gov.uk
Web: www.herefordshire.gov.uk/psh**

What help can I get?

The priority is to make sure you can cope with everyday tasks and make recommendations to improve your daily living.



We and our partners can:

- Provide assessment advice and information
- Recommend various items of specialist equipment to help with practical living skills
- Demonstrate how to use equipment safely and correctly
- Make recommendations for minor adaptations to your home such as installing a ramp, rails and shallow steps

How do I get in touch?

Our office is normally open from 8.45am – 5.15pm Monday - Friday excluding Bank Holidays. Our contact details are:

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If you would like help to understand this document, or would like it in another format or language, please call Private Sector Housing on 01432 260757 or e-mail yah@herefordshire.gov.uk

What happens after the adaptations have been completed?

All adaptations come with a 12 month warranty from the contractors who fit them. When your adaptation is fitted, you will be given the contact details of who to speak to should there be a problem during this warranty period.

After the 12 month warranty has expired, you will need to report any problems with your adaptations to us or Occupational Therapy.

How much will it cost me?

All minor adaptations are free of charge. When major works are carried out, you are entitled to apply for a Disabled Facilities Grant. This grant is means tested and you will therefore be financially assessed. Please contact us if you would like to discuss a Disabled Facilities Grant application.

How do you monitor the service?

We regularly meet with Occupational Therapy and Residential Social Landlords to review the service we and our partners are providing. We may ask you if you are satisfied with the service you have received. The feedback you provide will be used to help us improve services.

- Make recommendations for major structural changes to adapt homes, improving layouts to important amenities such as the toilet and bathroom
- Make recommendations to re-house people on the grounds of disability if their current property is not suitable
- Work closely with other agencies such as Residential Social Landlords, Health and the voluntary sector.

What is an adaptation?

An adaptation is a physical alteration to your home to allow you to live as independently as possible. There are two types of adaptations:

1. Major adaptations, such as:

- A through floor lift to help if you are a full-time wheelchair user and you are not able to sit safely on the seat of a stair lift
- A stair lift to help if you are not a full-time wheelchair user, but you are unable to get up the stairs
- An outside ramp if you are unable to get in or out of the property independently and safely

- A level-access walk-in shower if you are unable to get in the bath safely even with equipment
- A ceiling track hoist if you need help moving from your bed to your wheelchair
- A transfer lift if you need help getting in and out of the bath
- Widening doorways to accommodate a wheelchair or walking equipment
- Moving light switches and plug sockets if you cannot reach them safely



2. Minor adaptations, such as:

- Grab rails to aid stability both inside and outside the property. These can be fitted at the entrance to the home, in doorways, kitchen, bathroom etc.
- A half step will help if you have trouble getting over the front door steps
- A door entry system if you live alone, or spend long periods of the day alone, and you are unable to reach the door to let in callers

- Work with other organisations on your behalf
- Seek quotations and take on a good quality builder on your behalf, from our registered contractors list
- Look after the building work from start to finish
- Provide practical and moral support while works are being carried out
- Ensure that the works are completed to your reasonable satisfaction

We aim to visit you within 4 weeks of receiving your preliminary enquiry form and an Occupational Therapy referral. You should have to wait no more than 45 weeks following our first visit for works to be completed.



In addition, we hope to complete 90% of all referral work to allow you to be discharged from hospital within 3 working days or to suit your discharge plan if this is longer than 3 days. These works are normally for essential small adaptations such as grab rails and ramps assessed by Occupational Therapy as necessary for you to be able to return home.

Major Works and Adaptations Team

All major adaptations are managed by our team of Surveyors. Most people choose to use our Home Improvement Agency service although you will be given the option of managing the process yourself. Our Home Improvement Agency service can:

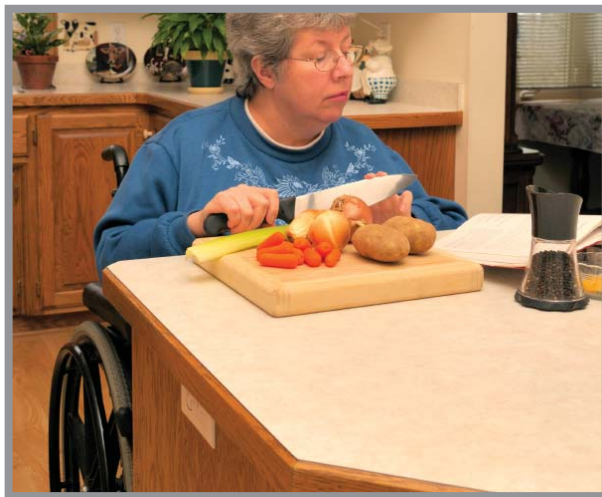
- Help you to identify the work required with good information and advice on hazards in your home
- Talk with you about the options for getting the work done
- Check if you could claim welfare benefits
- Work out how the work could be funded, including Home Improvement Agency fees
- Write down exactly what support we will provide
- Provide or organise for drawings and specifications as required

How can I get help with home adaptations?

You can contact the Occupational Therapy service yourself by sending in a referral form, or you can be referred by a carer, a relative, friend, GP, consultant, district nurse or care manager. Alternatively, we can complete an Occupational Therapy referral form on your behalf.

Referral forms can be obtained from our office. If you would like assistance in completing a form, we are here to help. You may visit our office or we can arrange for an officer to visit you at home.

Once Occupational Therapy has received your referral form they will either help you carry out a self-assessment or contact you to arrange an assessment at your home.



What equipment can I have?

Once you are assessed, Occupational Therapy may identify that you need equipment. Through their work with the Integrated Community Equipment Service,



they will ensure that you are provided with equipment that can be tailored to meet your individual needs. Equipment they can provide includes commodes, items which raise the height of chairs and beds, raised toilet seats, and bathing equipment.

What about larger adaptations?

Once you are assessed, Occupational Therapy may identify that you need your home adapted. Any minor adaptations will be provided free of charge. Minor adaptations, such as grab rails, will be fitted by our Home Improvement Agency Technicians. A minor adaptation is one which costs less than £1,000 in total.

Large adaptations such as lifts, fixed hoists and showers need to be designed especially for each person's particular needs and property type. Occupational Therapy work with our team of Surveyors to design larger adaptations. Once you and Occupational Therapy have agreed the design for your adaptation, we can appoint a specialist contractor on your behalf to complete the work.

What standard of service can I expect and how long will I have to wait?

Occupational Therapy Team

Assessment forms received by Occupational Therapy will be assessed and prioritised.

How quickly you receive a full Occupational Therapy assessment in your home will depend upon the situation you are in.

Home Improvement Agency Minor Works and Adaptations Team

Our Home Improvement Agency Technicians aim to complete 80% of all Occupational Therapy referrals for minor adaptations within 7 working days.