

**We understand the importance of your independence and will do all that we can to help our less able customers stay in their own homes for as long as possible.**

If you have a disability or specific need that prevents you from living independently you can apply to have an adaptation made to your home.

## What is an adaptation?

An adaptation is a change to your home which allows you or someone who lives with you, to live more independently, or which improves safety or mobility around the home.

For example, you may have difficulty:

- ♦ walking or climbing stairs
- ♦ bathing or using the toilet
- ♦ getting in and out of your home.

## Who can apply?

Anyone who is a tenant of Homes Plus, whose disabilities or specific needs prevent them from leading an independent lifestyle.

## Is an adaptation the right thing for me?

In many cases an adaptation can help you to live independently. Unfortunately we sometimes have to recognise that an adaptation isn't the most appropriate answer or may not be possible in your home.

If that is the case, we can work with you to explore other ways of meeting your needs. This could include helping you find a new home which better meets your requirements.



# How long does it take to get an adaptation?

Timings vary depending on whether you request a minor or major adaptation.

Please note that even when an assessment is done and agreement is reached on which adaptations are needed, depending on the funding available and the number of people on the waiting list you may still have to wait.

**Below is the overall time it can take from receipt of an Occupational Therapist (OT) assessment to the completion of works.**

## Minor adaptations

Adaptation	Timescale
Lever taps, grab rails, half steps	Within 1 month
Small ramps	Within 1 month
More extensive ramps (over £500)	Within 3 months
Other minor adaptations requiring OT assessment	3 months

## Major adaptations

Adaptation	Timescale
External works	Within 2 months
Shower over bath (if not minor works)	Within 2 months
Stairlifts (straight)	Within 2 months
Minor works to negotiate the property safely	Within 3 months
Adapted kitchen/bathroom	Within 6 months
Stairlifts (not straight)	Within 4 months
Level access showers	Within 6–9 months
Major works (e.g. extensions to the property)*	Within 12–18 months

\*subject to certain conditions, such as planning consent, etc.

If you have an adaptation agreed and it's approaching the end of its timescale, but the work has not started, please call your local customer services team on **0800 048 8955**.

# Timescales to undertake the work in your home

Within the overall completion target timescales, the targets we set for actually completing works in your home are as follows:

Adaptation	Timescale
Shower over bath (if not minor)	Within 2 working days
Stairlifts (straight or curved)	Within 2 working days
External works (ramps)	Within 1 working week
Minor works to negotiate the property safety	Within 1 working week
Level access showers	Within 1 working week
Adapted kitchen / bathroom	Within 2 working weeks
Major works (e.g. extensions to property)	Timescales subject to specific proposals and size of extension.

## I think an adaptation will help me — how do I apply?

This depends on if you need a major or a minor adaptation.

### Minor adaptations

If you need a minor adaptation, like hand rails, grab rails, lever taps and half steps, you can ask us for these directly. The work will be carried out by our Property Plus team.

Please call your local customer services team for further information on **0800 048 8955**.

### Major adaptations

If you need major aids and adaptations, something like a ramp, a stair lift or level-access shower you need to contact your local occupation health team who will need to visit you at home to assess your overall needs.

The occupational therapist will know how your illness or disability may affect your daily life now and in the future, and will be able to recommend the right adaptations and equipment for your home.

Depending on which area you live in, and who your landlord is, you will need to contact.

#### Shropshire

Occupational Therapy,  
Shropshire Council – 0345 678 9005

#### Staffordshire

Staffordshire Carers – 0300 111 8010  
Millbrook Healthcare – 0330 124 7077

## What happens when I no longer need the equipment?

We are keen to recycle unwanted equipment where it could benefit others. However, not all equipment and alterations can be removed.

Where adaptations have been carried out to a property designed for elderly people or those with a disability these will not normally be removed, for example where a bath has been replaced with a level access shower.

Please contact your local customer services team for further guidance on **0800 048 8955**

## Rent and service charges

Weekly rent will be increased if the work has provided an additional room or rooms (through the provision of an extension). However, weekly rent may be reduced if a bedroom is lost in order to accommodate the works.

A service charge will be introduced from the date of installation where adaptations require a maintenance contract to maintain or service the equipment, such as stairlifts, hoists, and clos-o-mat toilets.

## Customer satisfaction survey

We aim to provide homes where you want to live and will listen to concerns and suggestions. When the works are completed we will invite you to complete a satisfaction survey, which will assist us in improving our services.



## Our service promise to you – we will:

- ◆ Listen to your needs and guide you to explore all the options available to you.
- ◆ We will work in partnership with others to do the work needed in your home. Minor adaptations will be undertaken by our Property Plus team. Major adaptations will be completed in partnership with your local council occupational health team.
- ◆ We will communicate timescales for completing adaptation work and will always try to complete the work as agreed. However, if we have to delay the work, we will tell you by writing, phoning or visiting you at home.
- ◆ Leave your home clean and tidy at the end of the day.

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