

ADAPTATIONS

Providing Villages tenants with adaptations - to help make life easier

Villages Housing is committed to helping elderly people and people with disabilities who have difficulties living independently in their homes.

Please ask us if you would like this document in large print, on audio tape, in braille or in other languages.

Our principles

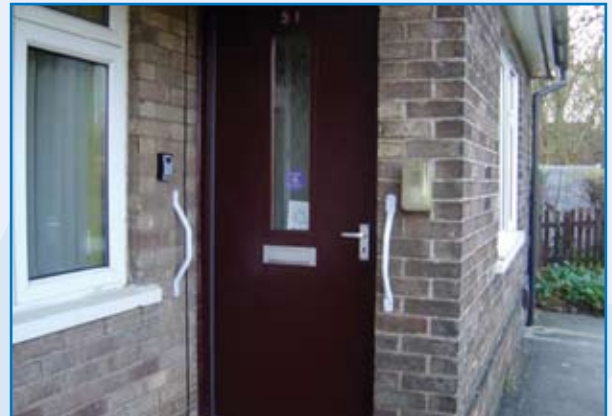
- ✓ We would like to help if it is difficult for you to get in and out of your home or if you have difficulty in using the existing facilities such as the bath, stairs, taps etc.
- ✓ We pay for adaptations with money set aside from our resources.
- ✓ We want all our customers to enjoy their tenancies and be comfortable in their homes.
- ✓ We respect our tenants' need for independence and privacy.

Adaptations – what are they?

An adaptation can be a piece of specialist equipment, an extra fitting or an alteration to your home. Typically, adaptations are divided into two categories - **Minor and Major**.

Examples of minor adaptations are:

- ✓ grab rails to front and rear doors
- ✓ grab rails in bathroom
- ✓ additional stair rails
- ✓ lever taps
- ✓ height adjustment of external steps
- ✓ a flashing door bell
- ✓ door entry systems



Examples of major adaptations are:

- ✓ stair lift
- ✓ specialist bathing equipment
- ✓ walk in showers
- ✓ external ramps
- ✓ handrails to external steps and paths
- ✓ adaptations or alterations to kitchens



We will not usually carry out an adaptation if:

- ✓ you are on the transfer list
- ✓ the work is not technically possible
- ✓ the cost is unreasonably high

How do I apply for an adaptation?

Minor adaptations:

If you feel you need a **minor** adaptation or adaptations telephone **The Stockbridge Office on 0151 480 1313 (if you live in Stockbridge) or The Fitton Hill Housing Office on 0161 633 4060 (if you live in Fitton Hill)**



What happens next?

We will visit you and discuss your request as soon as possible; any necessary adaptation will be fitted within 20 working days of the order being placed with our contractor. However, please be aware that following our visit and discussion, it may be necessary to refer your request to the Occupational Therapy Team.

Major adaptations:

If you feel that you require a **major** adaptation then it will be necessary for an Occupational Therapist from Social Services to visit you and carry out an assessment. The assessment will ensure that the most appropriate adaptation that meets your needs is provided.

Your application will be processed more quickly if you contact the Occupational Therapists direct. **(See Useful Contacts)**

What happens next?

Following the visit and assessment the Occupational Therapist will write to Villages Housing and will recommend which adaptation(s) is required.

Upon receipt of the recommendation we will either:

- ✓ write to you and tell you that we have arranged for a survey to be undertaken and the work completed,
- or
- ✓ write to you and tell you that funds are not immediately available to do the work and that your request has been placed on a waiting list and will be regularly reviewed. (You will be notified as soon as funding is in place, following which the survey and work will be arranged).

Who benefits?

Requests for adaptations will normally only be considered if the disabled person is either the tenant, his or her partner or a member of the tenant's immediate family and is permanently resident in the household.

Would you like to know more?

For further advice and information on adaptations please contact the Physical and Sensory Services, Knowsley, or the Community Occupational Therapist Team, Oldham **(see useful contacts)** or, if you need to discuss an adaptation that has already been referred to us, please telephone either **the Stockbridge Village Team on 0151 480 1313** or **the Fitton Hill Team on 0161 633 4060**

The Villages Housing Association

16 The Croft, Stockbridge Village, Merseyside L28 1NR

Tel: 0151 480 1313

Fax: 0151480 5189

Email: info@villages.org.uk

The Villages Housing Association

2 Fircroft Road, Fitton Hill, Oldham OL8 2QN

Tel: 0161 633 4060

Fax: 0161 628 5920

Email: info@villages.org.uk

Knowsley

Physical and Sensory Services (Adults under 65yrs and Children)

Lower Ground Floor, Civic Buildings, Kirkby, Merseyside L32 1TX

Tel: 0151 443 4335

Fax: 0151 443 4427

Knowsley

Physical and Sensory Services (Over 65yrs Team)

Lower Ground Floor, Civic Buildings, Kirkby, Merseyside L32 1TX

Tel: 0151 443 3714

Fax: 0151 443 3965

Oldham

Community Occupational Therapist Team

The link Centre, 140 Union Street, Oldham OL1 DZ

Tel: 0161 911 3782

Fax: 0161 911 3803

Email: cottteam@oldham.gov.uk

Oldham

The Physical & Sensory Disability Team

Offers advice, assistance and aids to persons who have hearing or sight impairment.

The Link Centre, 140 Union Street, Oldham OL1 1DZ

Tel: 0161 911 4799

Fax: 0161 911 3803

Email: psds@oldham.gov.uk

SSAFA Forces Helpline

The Soldiers, Sailors, Airmen and Families Association (SSAFA) offers advise, support and advocacy on any issues relating to disability and special needs for Ex Service personnel.

Tel: 0151 482 1331 (Knowsley)

Email: Merseyside@ssafa.org.uk

Tel: 0161 223 7171 (Oldham)

Email: Greater.Manchester@ssafa.org.uk

Age Concern Knowsley

1 Griffiths Road, Huyton, Merseyside L36 6NA

Tel: 0151 480 4632

Fax: 0151 443 3898

Email: mail@acknowsley.org

Age Concern Oldham

10 Church Lane, Oldham OL1 3AN

Tel: 0161 633 0123

Fax: 0161 620 6197

Email: Oldham.ageconcern@btclick.com

USEFUL CONTACTS