



# Adaptations

Understanding the process



# Staying independent in your home

We want you to have a safe and practical home and know that the right set up can make a real difference for people who have mobility difficulties or other health problems.

We invest up to £100,000 a year to adapt our tenants' homes if they need it. Working together with local health and social care partners, we adapt our homes to give our tenants what they need to live independently and have a good quality of life.

If you, or someone you live with, has a disability of any kind or is struggling to live independently, we may be able to help adapt

their home. To ensure this is done correctly and fairly, we may need to get a referral from an Occupational Therapist (OT) for the work. We will work with the council's adult social care team to do this.

We may also be able to add simple aids to your home to make everyday tasks easier. However, if larger adaptations are needed, we may not be able to do these in your current home. If your home cannot be adapted, we'll work with the OT to support you in finding a more suitable home if one is available.

# Getting started

If you have mobility or health problems which mean you can't climb steps, or need to use a wheelchair in your home, we may be able to make practical adaptations to help you.

## Small changes

If you need a minor adaptation, like a grab-rail or a lever taps get in touch on **0800 316 0897**. We cover the cost of minor adaptations directly and can do these quite quickly for you.

## Larger changes

Major adaptations are more complicated, but we'll do what we can to help move the job along as fast as possible.

Major work includes kitchen alterations, level access

showers or stair lifts.

If you need major adaptation work, you'll need to get a referral from your local council before we can start work.

In Gloucestershire contact:  
**Gloucestershire Social Care  
Help Desk - 01452 426 868**

In Herefordshire contact:  
**Herefordshire Council Advice  
& Referral Team - 01432 260 101**

Experts from your local occupational therapy team will look at your circumstances and decide what you need. They'll contact us and we'll work with your council to find out if funding is available for you, and start planning the work.

## Sharing information

We'll let you know if we need to share any of your information with our partners during your adaptation. You can read our full privacy notice on our website to find out more about how we protect our tenant's information. If you'd like a printed copy of our privacy notice contact us on **0800 316 0897**.



# Your adaptation step-by-step

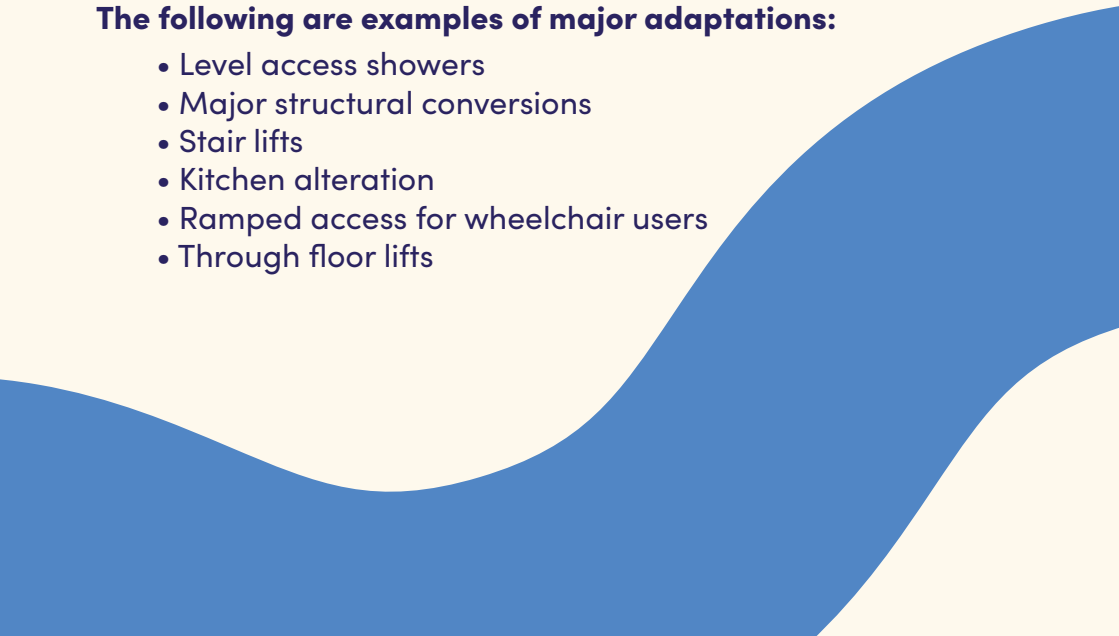
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- Step 1:** If you find phonecalls difficult, think about asking a friend or relative to call us for you. You can also ask a friend to be at home with you for any visits.
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- Step 2:** If you need a minor adaptation, call us on **0800 316 0897**. We can fund these smaller jobs from our own budget.
- i** You may still need an assessment from an Occupational Therapist.
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- Step 3:** For small jobs, the Occupational Therapist (OT) will talk the adaptation through with you over the phone, and give approval for the work.
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- Step 4:** For larger adaptations, call **Gloucestershire Social Care Help Desk on 01452 426 868**, or **Herefordshire Council Advice and Referral Team on 01432 260 101**.
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- Step 5:** If it's a more complex job, the OT team will book an appointment to visit you.
- i** There's a waiting list, so you may have to wait a while for the visit.
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- Step 6:** After your appointment, the OT will send us their recommendations.
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- Step 7:** The housing adaptations department at the council will contact you to work out if you can have a grant to pay for the work. Grants are means-tested, which means you aren't guaranteed to get the funding.
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- Step 8:** Once we know that the council will fund the adaptation, we'll visit your home to make a plan to get the work done.
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- Step 9:** We'll get quotes from contractors to make sure we get best quality job for you, and the best possible value for money.
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- Step 10:** When the local council approves the quote, the contractor will start work as soon as possible.

**The following are examples of minor adaptations:**

- Lever taps
- Grab rails
- Door entry systems
- Half steps
- Small ramps

**The following are examples of major adaptations:**

- Level access showers
  - Major structural conversions
  - Stair lifts
  - Kitchen alteration
  - Ramped access for wheelchair users
  - Through floor lifts
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# Help and support

- If you need any help or have any questions during the process you can call us on **0800 316 0897**.
- If you would like some additional support during the project, you can ask a friend to make calls for you and be at home with you for any visits from us or the council.
- Remember to check the identity of anyone who comes to your home. All our team members carry ID badges and will be happy to show them. If you have any worries about a visitor, don't let them in – you can call us to check that they are who they say they are, on **0800 316 0897**.

## Contact us

Telephone: **0800 316 0897**

Website: **[www.tworivershousing.org.uk](http://www.tworivershousing.org.uk)**

Email: **[customerservices@2rh.org.uk](mailto:customerservices@2rh.org.uk)**

If you would like this leaflet in large print or audio CD, please call us.

 **TwoRiversHousing**