

Aids and Adaptations

Making life easier
in your home



We want to make sure that all our tenants are able to live independently and comfortably in their homes for as long as possible.

So if you or a relative are elderly, have a disability or illness that is preventing you living safely and independently in your home, then Spire Homes' Aids and Adaptations Scheme may be able to help you.

The Process

We work with Community Occupational Therapists who are the healthcare professionals. We will fill out a referral form with you and this will be forwarded to Occupational Therapy Services who will contact you within a few days. They will undertake a telephone assessment of your needs/requirements matching this against the criteria laid down by Social Services called FACS (Fair Access to Care Services).

If you are not eligible for assistance the Occupational Therapy Department will let you know. You are entitled to appeal against your assessment or to ask for another assessment to be carried out in six months time. If you are not recommended for an aid or adaptation via the Occupational Therapist, you may decide to carry these works out yourself at your own expense subject to approval.

You must not carry out any works until you have filled out a Tenant Improvement Form, returned it to Spire Homes and received a letter to confirm whether permission has been granted.

If you are eligible for assistance your case will be sent to the appropriate Occupational Therapy Department. They will contact you to place you on their waiting list or make an appointment to visit. Once you have been visited by the Community Occupational Therapist, a recommendation will be sent to Spire Homes and this will be actioned accordingly.

The type of work that could be recommended falls into one of two categories; either major works or minor works.

Major works may be one or more of the following:

- Permanent ramping
- A Shower over the Bath
- A Level Access Shower
- A Stairlift
- Ceiling Track for a hoist installation

If a major work has been recommended you will be placed on the Aids & Adaptations register and a letter will be sent to you confirming this. Your case will be assessed against our criteria and policy then a decision will be made as to whether we will fund the adaptation. If we can fund the adaptation a feasibility visit/survey will be carried out and our contractor instructed to complete the works.

Under our Aids and Adaptation policy we do not normally install level access showers or stairlifts to under occupied family homes. We would ask if a move to a more suitable property would be considered.

Minor Works may be one or more of the following:

- External/Internal grab rails
- Handrails to stairs
- Alterations to steps
- Galvanised rails
- Key safe

If minor work has been recommended, we aim to have this aid or adaptation in your property within 5 working days of receiving this recommendation.

Spire Homes oversee all major works during construction and when the works are completed they are checked before the case is closed. You will then be sent a "Satisfaction Survey" which allows you to give us your views on the efficiency and courtesy of those involved in the process.

Our contractor has been selected and approved by Spire Homes as they share our ethos of high quality workmanship and customer service.

If you feel we can help you or someone you know, please do not hesitate to contact us on:

Rushden Office - **0845 603 5399**

Rutland Office - **01572 755465**

This leaflet is available in various formats, i.e. different languages, braille, audio formats etc. Please contact us for further information.



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Jargon Buster
Panel
Approved



business for neighbourhoods

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charity in England and Wales (1140935).