

What aids or adaptations can I have?



What is an adaptation?

It is an alteration that will help you or a member of your household live as independently as possible in your home. It could be minor work such as a grab rail or major work such as a walk in shower.

Who can apply?

Anyone who is a Stafford and Rural Homes customer can apply for themselves or for any family member who lives with them on a permanent basis.

How do I apply for a minor adaptation?

If you believe all you need is a small adaptation, call our Customer Services Centre and your request will be dealt with within the next 11 days. There is no need for an assessment, doctor's certificate or any other documentation

How do I apply for major adaptations?

You can apply by telephone, letter, e-mail or via our website at www.sarh.co.uk . We will take details from you (or send you a self assessment form to complete if you prefer), and then ask our Occupational Therapist to contact you to assess your needs.

We will need information about medical conditions that may be affecting the way you live. This will help us to assess your needs and how quickly you need help. Any information you give us will be treated in strictest confidence.

In some cases it is not possible to do adaptations to some properties and, we may ask if you would be willing to transfer to a property that would be more suitable for your needs.

What happens next?

When our Occupational Therapist assessed your case, you will be notified within five calendar days of the decision about what is going to happen.

Where substantial work is needed, it may be necessary for us to involve planning or building consultants. We will keep you advised of progress throughout the process.

We will always try to make sure that we do emergency work first, such as when people cannot come home from hospital because their home is no longer suitable without adaptations.

When are requests refused?

Requests may be refused for the following reasons:-

- If our Occupational Therapist does not support your request
- If the property you live in cannot be adapted, or the works are considerable and not cost effective. We will talk to you about moving to a more suitable home and will take you to see other properties to see if they are suitable or more economical to adapt to your needs.
- We cannot make adaptations to accommodate mobility scooters unless they have been assessed as essential by our Occupational Therapist.
- We will not complete any adaptations if you have applied to buy your home.

What happens when the work starts?

We will write to you when the work is ordered. Sometimes we may have to get quotations for the work if it is a big job or if we need to consider alternative options. If this is the case, we will let you know.

The contractor doing the work will arrange to visit you to look at the job first and will arrange with you when the work is to start and how long it should take. We will try to ensure that the work causes as little disruption as possible. Our Occupational Therapist can be contacted with any concerns you may have during this period.

Who pays for the work?

The work to your home can be funded from a number of different sources:

- We have funds for adaptations both large and small. There is no charge to our customers for works carried out from this budget.
- The County Council's Social Care and Health also has funds for adaptations and equipment.

There is no charge to our customers for equipment provided or works completed by the Council Council.



- Stafford Borough Council awards Disabled Facilities Grants. Anyone who qualifies for this funding is subject to a means test. This means looking at your income and outgoings to see how much you could afford to contribute. The council can award grants for adaptations up to £30,000. If your adaptation costs more than £30,000 you may be asked to make a contribution.

Organisations will work together to decide on who is best able to fund and carry out your adaptation. We will contact you to discuss which route may be better for you.

What happens when the work is complete?

We will check the quality of the work and that the adaptation meets your needs. If your needs change over time, you may need to contact us again to arrange a further assessment.

Should your circumstances change and you no longer need any equipment installed, please tell us and where possible, we will remove the equipment and re-use it.

Can I pay privately to have the work done?

Yes, but you will need to seek permission from us before starting any work. We will respond to your request within five working days.



Types of adaptation work and target for completion after approval

Type	Reason	Time
Grab rails	To help steady you when climbing steps or getting into the bath etc.	11 days
Additional stair rails	To help steady you when climbing steps.	11 days
Half steps	If the existing steps are too high	11 days
Ramps	If you are a wheelchair user	3 months
Lower door entrance thresholds	If you use a frame or wheelchair or simply catch your feet on them	11 days
Key safes	If you struggle to get to the door and have carers visiting	11 days
Lever taps	If your grip is poor	11 days
Over bath showers	If you are unable to sit in the bath and equipment has not helped	3 months*
Level access showers	If you are unable to get in or out of the bath	6 months*
Lifts – stair or vertical	If you require level access into your home	6 months

* These timescales apply until 31 March 2009 when shorter timescales will operate

Useful contacts

- Age concern
0800 00 99 66
www.ageconcern.org.uk
- Centre for deaf people
020 7492 2725/6
- Stafford Borough Council
01785 619 000
www.staffordbc.gov.uk
- CLASP (Support for Carers)
0116 251 0999
www.claspthecarerscentre.org.uk
- Social Services
www.staffordshire.gov.uk/health/care/
01785 xxxxxx
- VISTA (Society for the Blind)
0116 249 0909
www.vistablind.org.uk





The “**What aids and adaptations are available if I have a disability**” leaflet is available in alternative formats by telephoning us on 0800 111 4554. All of our policies and leaflets are available on our website at www.sarh.co.uk.

For further information about adaptations contact our Contact Centre by

calling on

0800 111 4554

or by e-mailing at

repairs@sarh.co.uk

or by writing to

The Rurals,
1 Parker Court,
Dyson Way,
Staffordshire Technology Park,
Beaconside,
Stafford, ST18 0WP