



Adapting your Home



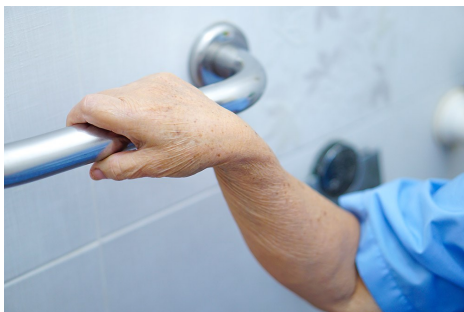
How we can help you or a member
of your family to remain independent
and active in your Council home



What's in this leaflet?

This leaflet explains, in brief detail, how you as a tenant of Westmorland and Furness Council can apply for an adaptation if your home is unsuitable. It covers:

- What are adaptations?
- Who is eligible
- How to request adaptations
- Who pays and arranges for adaptations to be done?
- Who gets involved?
- How long could it take?
- What inconvenience is there to my home?
- What support is available during the process?
- Would you be prepared to move if necessary?
- Non-fixed equipment
- In summary



What are adaptations?

The Housing Service considers requests from tenants who need to have their homes altered or adapted because of a disability to enable them to remain in their home. These are called adaptations and examples include:

- Grab rails/staircase rails
- Lever taps
- Raising/lowering toilets
- Doorbell (flashing light unit)
- External handrails
- External lighting
- Over bath showers and flooring
- Socket raising/lowering
- Alterations to doorways for wheelchair access
- Extra handsets/alterations to controlled entry systems
- Kitchen alterations for wheelchair users
- Level access showers and flooring
- Stair lifts/through floor lifts
- Internal alterations and, in some cases, extensions



Who is eligible?

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

Requests for work will not be approved where an application to purchase the property has been received. Where there are large arrears of rent, requests will only be met after consideration by the Housing Officer.

How do I request adaptations?

Minor adaptations



Minor adaptations such as those listed below can be requested by contacting us direct (contact details on back page).

- raised toilet seats
- bath rails
- bath hoists
- additional banister rails
- lever taps
- grab rails / hand rails

Major adaptations

Major adaptations (see below) have to be requested via Adult Social Care who will arrange for an occupational therapist to visit you at home to complete an assessment of your needs.

They will then discuss with you and us what is the most appropriate way of meeting your needs.

- wheelchair ramps
- step alterations
- toilet/shower combined unit
- stairlifts
- level access showers
- over-bath showers



To arrange a visit by an occupational therapist, contact the Council's Adult Social Care Team on 0300 3733 301 or email customerservicesASC@westmorlandandfurness.gov.uk

You will be involved and kept informed from the start of the process to the finish. Don't be afraid to ask questions or have somebody with you who knows you well whilst the assessment is being progressed.

Who pays and arranges for adaptations to be carried out?

We make the final decision on whether an adaptation request can be met—giving due consideration to minimal and essential and reasonable and practical. Once the adaptation has been agreed, we fund all work from minor through to major alterations.

Who gets involved?



Depending on the type of adaptation, Adult Social Care, a Social Worker, or Occupational Therapist could be involved.

Once you have made an application the Occupational Therapist will arrange to complete an assessment normally within 12 weeks.

The Housing Service’s Needs Assessment Officer will also be involved in the process.

How long could it take?

If you need only a toilet raiser, then it is only a case of having it delivered, but if it’s a level access shower, then plans have to be drawn, put out to tender, and a contractor appointed.

Please remember that the work will be done as quickly as possible, without compromising safety. We need to ensure a satisfactory outcome providing you with the ability to carry out your every day needs.



What inconvenience is there to my home?

The inconvenience in your home will depend on the work to be undertaken, but you will be informed at the start and your home will be treated with respect whilst work is being carried out. You will not be on your own - we will support you.

What support is available during the process?

The Housing Service will keep you informed of the progress of your application. Should works be required in your home we will ensure you are kept informed of who will carry out the work and when.

If you have any concerns at any time, you should contact us on (01229) 876577.

Would you be prepared to move if necessary?

Sometimes it may not be 'reasonable or practical' to make your home suitable for your long term needs, in which case your needs might be better met by a move to alternative accommodation.

Tenants living in houses who are unable to manage stairs and who require level access bathing and bedroom facilities will be encouraged, wherever possible, to transfer to ground-floor accommodation rather than have expensive adaptation work carried out in a property which is unsuitable for their needs.

However, there may be certain occasions when a transfer to another property is not practicable, in which case adaptation work will be considered.

Non-Fixed Equipment

Non-fixed equipment, such as bath seats, bath boards and shower stools are provided by Adult Social Care following an assessment.

If you feel you would benefit from such non-fixed equipment, please contact Adult Social Care on 0300 3733 301



In summary

1. An 'Adapted Home' is one where items have been specially fitted to the property itself—from minor fittings to major installations.
2. The adaptations usually stay in the home as long as the tenant needs them.
3. It is the Council's aim 'to maximise the tenant's independence and quality of life'.
4. Tenants of any age can apply for an adaptation for themselves or members of their household.
5. The Council allocates money each year for adaptations to be carried out, but there are limited resources available.
6. Both the tenants and the Council have agreed policies and procedures to make the best use of the monies and stock that is available.

Do you want this document in another language or large print?

We will do what is reasonable to provide information in alternative formats on request, including tape, Braille, large print and translations. If we encounter difficulties meeting your request, we will discuss the best solution with you.

English: If you require this document in Braille, audio or another language please email: housing@westmorlandandfurness.gov.uk or tel. (01229) 876578. You may use your own language if you prefer.

Cantonese:

如果您想獲取該文件的不同版本，如：大字體印刷，盲文，音頻或其他語言之版本，請電郵至：housing@westmorlandandfurness.gov.uk 詢。（您可以選擇使用自己的語言）

Lithuanian: Jeigu jums reikia dokumento Brailio šriftu, audio įrašo ar kita kalba, prašome atsiūsti elektroninį laišką adresu: housing@westmorlandandfurness.gov.uk Jus galite rašyti savo kalba, jeigu jums taip patogiaus.

Polish: Jeśli zyczysz sobie kopie tego dokumentu w alfabecie Braille, systemie audio badz innym jezyku, prosze przeslac swoja prosbe na adres e-mail: housing@westmorlandandfurness.gov.uk Jesli preferujesz, mozesz uzyc swojego jezyka

Portuguese: Pode obter este documnetoem Braille,Audio ou Outra Lingua por favour: housing@westmorlandandfurness.gov.uk Tu podes usar a tua propria lingua se tu preferires .

Turkish: Soruşturmaya ihtiyacığiz varsa,bu belyeyi bulabilirsiniz,Körler Alfabesi, Körler için Kabartma yazıye, ses dinleme kendi dilde, başka dilde,Elektronik posta ile araştırma yapa bilirsiniz: housing@westmorlandandfurness.gov.uk Istersen kendi dilinle konuşa bilirsiniz .



Westmorland
& Furness
Council

Housing Service

Town Hall
Duke Street
Barrow-in-Furness
Cumbria LA14 2LD

Tel: (01229) 876577

www.westmorlandandfurness.gov.uk • email: housing@westmorlandandfurness.gov.uk

OFFICE OPENING TIMES: Monday to Friday: 9am - 4pm

Telephone enquiries : Monday to Thursday: 8:30am to 5pm* (*4:30pm Friday)

FOR EMERGENCY OUT-OF-OFFICE ENQUIRIES TEL: (01229) 833311