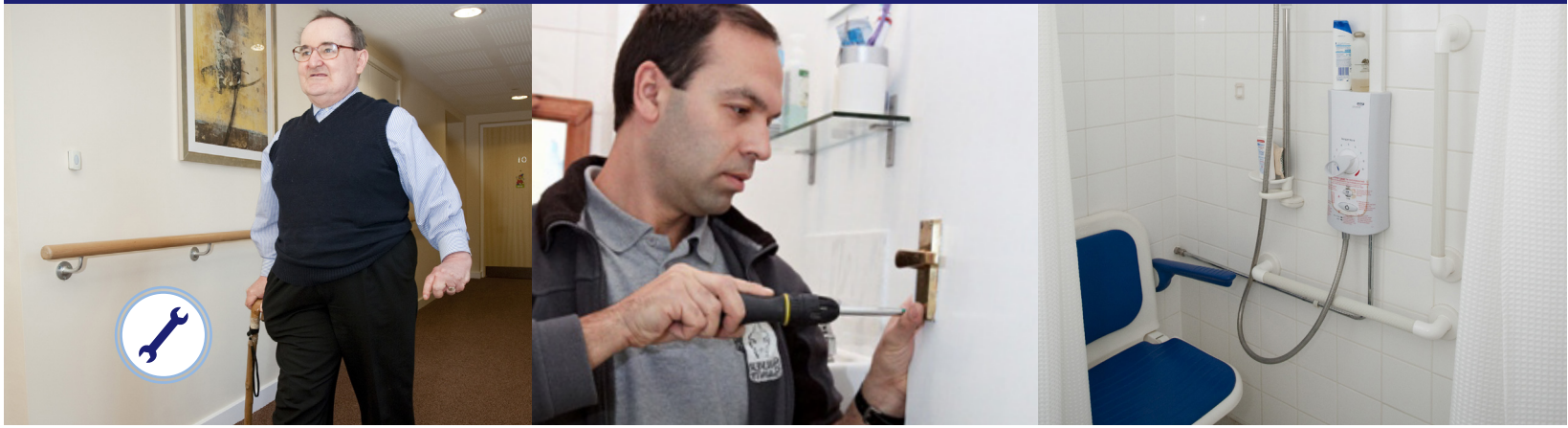


ADAPTING OR FINDING A NEW ACCESSIBLE HOME



Our approach to adapting or finding new accessible home

If you or someone in your household has a disability, you may need an adaptation to your home or think about moving to one that meets your needs to help you live more comfortably. We will do what we can to help.

What we mean by adaptations

For some residents, small changes can make a big difference to their everyday lives.

Minor adaptations include things like:

- ▶ hand or grab rails or fitting lever taps if you find normal ones difficult to turn
- ▶ a seat in your shower
- ▶ raised toilet to make it easier to use
- ▶ no trip hazards or making protective edges around your home to avoid accidents with sharp corners
- ▶ good lighting if you have a visual impairment
- ▶ a warning system if you have a hearing impairment
- ▶ better storage space or recharging facilities for your wheelchair
- ▶ well positioned light switches or your central heating thermostat.

Some residents need bigger changes. These **major adaptations** take more time to organise and include things like:

- ▶ easy access to your home, for example by constructing a ramp
- ▶ making your home wheelchair accessible
- ▶ a level access or over-bath shower
- ▶ a stairlift or a lift that rises through a floor
- ▶ a changing stretcher or ceiling hoist
- ▶ an automatic door entry system.



What you can expect from our service

We will meet with you to understand your needs and discuss your options. We aim to complete 95% of minor adaptations within 15 days of you requesting them and 95% of major adaptations within 14 weeks of getting agreement from the Local Authority on funding.

What will happen after your request

Our support workers, who are trained as trusted accessors, will talk with you about what changes might make it easier for you to live in your home, or discuss options to move to somewhere more accessible.

Before going ahead with a major adaptation we must ask Social Services to send the local occupational therapy service. They will visit you to assess your needs and make their recommendations. To help pay for the work, we apply for a Disabled Facilities Grant from your local authority on your behalf. These adaptations take a while to organise but we will give regular updates on how your application is progressing.

If the occupational therapist disagrees that you need an adaptation, or if your local authority refuses funding, then we will contact you to discuss possible alternatives.

In most cases we undertake major adaptation work ourselves but some local authorities prefer to do the work themselves. If your home is no longer suitable for you or it cannot be adapted for structural reasons, a support worker will meet with you to discuss your options. You may be able to move to another property that is more suitable for your needs or one that has already been adapted.

Repairs to adaptations

If you have an adaptation fitted and it needs to be repaired, please report the repair to our adaptations team. Our normal repairs service does not include repairs to adaptations.

Making sure we are succeeding

We conduct satisfaction surveys after every adaptation and every year we consider the feedback when we review how we can improve the service.

How to contact us to discuss your options

For more information or to request a discussion about your options, please visit our website octaviahousing.org.uk or contact our adaptations team on adaptation.team@octavia.org.uk or on the number below.

Please contact us if you need any part of this information in Braille, on audio tape or explained in a different language.

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