



south liverpool

# Guide to the adaptation service



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## Our Aims

***"To enable all residents of SLH to maximise their independence and quality of life"***

The service will work towards achieving this aim by :

- continuing to support an adaptation service, for people with a permanent and substantial disability. Promoting advice and support services for residents, irrespective of age, who are having adaptations carried out in their home
- achieving in partnership with our service users, continuous improvement and good practice for: approving; installing; funding; management and maintenance of adaptations
- continuing to operate the housing policies and practice in line with the social model of disability

## Introduction

An 'Adapted Home' is one where items have been specially fitted to the property itself – from minor fittings to major installations. The adaptations usually stay in the home as long as a person needs them.

It is South Liverpool Housing's aim 'to maximise tenant's independence and quality of life'. Tenants of any age can apply for an adaptation for themselves or members of their household.

SLH allocates money each year for adaptations to be carried out, but there are limited resources available. Both the tenants and SLH have agreed policies and procedures to make the best use of the monies and stock that is available. For more information on SLH's Adaptation Policy, contact Customer Services on 0151 285 5600.



## Am I eligible for help ?

You do not necessarily need to be an SLH however, your property will need to be your main residence.

You may need to be visited and assessed by a member of the Occupational Therapy Team. They will look at what you and/or your carer may need to help you at home.

**This service is free of charge.**



# What Adaptations would I get help with?

Here are examples of some minor and major adaptations we can install in your home:

**Minor Adaptations** are fixed alterations which are easily fitted within 2 -4 weeks :-

## Getting into your home:

Grab rails

## Getting around your home:

Grab rails

- Banister rails

## In your bathroom:

Lever taps

**Major Adaptations** are alterations that may cause the tenant some disruption. You may wait between 12 – 18 months or longer dependant on the type of major work required :

## Getting into your home:

Door ramp

## Getting around your home:

Widening doors

- Lifts and Hoists
- Stair lift
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## In your bathroom:

Shower over bath

- Level access shower (Ground Floor only)

## Kitchen alterations :

Alterations to the level of work surfaces and cupboards



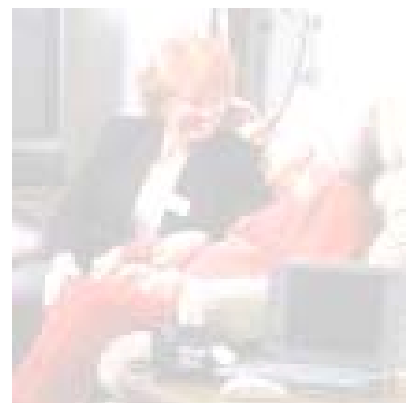
## **How long does the process take ?**

You may first need to wait for the Occupational Therapy Service to assess your needs. The Occupational Therapy Service currently has an assessment waiting list, and they will let you know in writing how long you will need to wait. When the assessment process is complete, all paperwork is passed to our Customer Service Team.

Upon receipt of your written assessment, the Adaptations Officer and Occupational Therapist will assess your need and priority status, if approved, you will be placed onto the waiting list.

We will write to you and supply you with an information pack, including a step-by-step guide. All adaptations are installed using SLH's approved adaptation contractors. The contractors' work to the terms and conditions detailed within a contract that is monitored monthly by our Property Services Team.

The Adaptation contract will specify timescales for the contractor to complete the works. The contractor will make arrangements to contact you direct and arrange a convenient start date.



## What are the costs ?

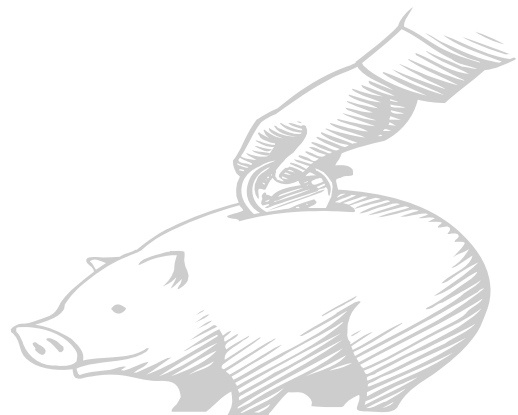
The adaptations service provided by South Liverpool Housing offers advice, information and assistance to all residents within the Speke and Garston area. This service is **free of charge**.

### **SLH Tenants**

All adaptations accepted onto our waiting list for our tenants are provided **free of charge** and we will try to meet your needs with the appropriate equipment or adaptation. In some cases, this may not be possible. If this is the case we may offer to rehouse you in a more suitable property.

### **Guidance for Non-SLH Tenants**

If you own your own home or are a tenant of a private landlord, you may get help from Liverpool City Council who can give grants and loans to people who need adaptations. The grants depend on whether or not you can afford to pay the for work yourself. Our adaptations Officer will still be able to provide you with help and assistance in applying for grants and will advise you of other charities who can help with the provision of adaptations. This advice is **free of charge**.



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## How do I apply ?

Any tenant can apply for themselves or a member of their household. There is no age limit, but there must be a proven need for the adaptation :

### **For minor adaptations: -**

Minor adaptations such as grab rails can be requested by contacting a member our Customer Services team stating what you need and where you need it. all contact details are detailed at the back of this leaflet. Minor adaptations can usually be provided within 2 – 4 weeks.

### **For major adaptations: -**

You will need to be visited and assessed by an Occupational Therapist or a specialist organisation such as Merseyside Society for the Deaf so they can look at what you and/or your carer may need to help you at home.

You can request an assessment by contacting **Careline** on **0151 233 3019**. They will ask you for some details about yourself and your home. Depending on your circumstances, they arrange for you to be placed on their assessment waiting list.

The Occupational Therapy Service may send an officer to visit you to assess what you need. They will write to tell you when they will visit.

At the visit the Occupational Therapist will talk to you about what you want, and look at what we can do. The assessment will be individually tailored to what you need. We may look at what your carer (if you have one) may need too. The Occupational Therapist will help you decide whether you need everyday equipment or, will recommend what major adaptations will be required to help you now and in the future.

The Occupational Therapist will make a formal written recommendation to SLH's Adaptations Officer. We will acknowledge the recommendation within 5 working days and if approved, placed onto the waiting list.

We will assess your eligibility and priority and confirm your waiting list status to you accordingly.

We will also keep you updated every 3 months of your waiting list position and if your priority status has changed.

We will invite you to renew your adaptation request every 12 months to ensure we have the most up to date information and to give you the opportunity to tell us if your circumstances have changed.

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## **How to contact us**

To request an assessment by an Occupational Therapist, telephone:

For clients aged 18+: 0151 233 3800

For clients under 18: 0151 285 3700

For help and advice or additional information about our Adaptations Service, you can contact the Disabled Adaptation Officer direct on 0151 285 5661.

Alternatively, you can contact a member of our Customer Service Team on 0151 285 5600. You can also request information or advice by writing to us at :

Adaptations Officer  
South Liverpool Housing  
Parklands  
Conleach Road  
Speke  
Liverpool, L24 0TY

You can also Email us on:- **[enquiries@slhgroup.co.uk](mailto:enquiries@slhgroup.co.uk)**

Fax: 0151 285 5699 or, find out more from our website,

**[www.slhgroup.co.uk](http://www.slhgroup.co.uk)**, or simply call into one of our local offices detailed below

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### **Local Offices**

#### **Speke**

Parklands  
Conleach Road  
Speke  
Liverpool, L24 0TY  
Telephone 0151 285 5600

#### **Garston**

2 St Marys Road  
Garston  
Liverpool, L19 2JU  
Telephone 0151 285 5600

## **What to do if you have a complaint**

If you have a complaint, compliment or suggestion about any of our services, you can request a copy of our **Tell Us About It Leaflet**, please contact:

### **The Complaints Officer**

South Liverpool Housing

Parklands

Conleach Road

Speke

Liverpool, L24 0TY

**E-mail: [jenny.ashton@slhgroup.co.uk](mailto:jenny.ashton@slhgroup.co.uk)**

**or,**

**Tel: 0151 285 5600**

Monday - Friday: 9.00 am – 5,00pm

Wednesday : 9.00am – 1.00pm (closed for staff training)

We will acknowledge your complaint within 10 working days of receipt and provide a full written response within 10 working days.

