

Minor Adaptations:

Examples of minor adaptations include:

- Grab bars
- Special smoke alarms for the deaf
- Additional stair rails
- Raising floor level sockets

Major Adaptations

Examples of major adaptations include:

- Replacing baths with showers
- Installing specialist low level kitchens
- Ramps



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Aids and Adaptations Policy

“ Helping you to live independently.”

If you would like this policy in large print, braille or translated, please contact the Customer Service Centre on 0800 195 5515 from a landline or 0300 666 5515 from a mobile.

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Sentinel

Aids and Adaptations Policy

Why do we have this Policy?

This policy sets out how we respond to requests for aids and adaptations such as grab rails and lever taps. We want to help you to live independently within your home. This policy is open to all customers who need help to carry out their day to day activities in their home.

What we can do to help you to live independently.

Where necessary we will install minor aids and adaptations to your home up to the value of £1,000 within 21 days of request. Where major adaptations costing over £1,000 are required, we will refer you to an Occupational Therapist at your Local Authority for funding. We work in close partnership with Local Authorities and will provide support throughout your application to ensure that the work is completed as quickly as possible.

We understand that some customers may have difficulty communicating their needs to us. We will work with the Local Authority and Primary Care Trust to make sure our services are well promoted and easily accessible to all.

We aim to help you live independently for as long as possible. Nevertheless, there may be occasions where a home is not suitable for the aid or adaptation required. In this event, we will work with you to explore other housing options.

What we will do if you decide you want the adaptations removed.

We will not normally remove major adaptations which have been carried out in properties for elderly or disabled people.

For example, where a bath has been replaced with a level access shower.

However, where a family home has been adapted we will try and make sure that it is suitable for the next family moving in. If we are unable to find a family who need the adaptations in the property, then we will remove them before the new family moves in.

What we will do if you want to move after we have installed an adaptation.

We would normally expect major adaptations to be suitable for your needs for five years.

However, there may be exceptions, for example, where your needs have changed and it is necessary to move into more supported housing.

How we will provide an excellent value service.

To make the most of our set budget, we will:

- Ask customers for feedback on their overall service experience and improve the service we offer accordingly.
- Try to match customers with properties which have already been adapted when allocating homes to meet their needs.
- Take out aids and adaptations which are no longer required and re-use them to support independent living in another home so as to reduce cost and wastage.
- Closely monitor changes in the population and set our aids and adaptations budget based on our understanding of local needs.