

# Aids and adaptations

## What this guide is about

This guide explains what you need to do if you need a change to your property, such as grab rail or stair lift, to help you to continue to live safely and comfortably in your home.

## Who is this guide for

For people who live in a Progress Housing Group home.

## Bitesize summary

- We may be able to make changes in your home to help you live more safely and easily
- Small changes such as grab rails and lever taps are called minor adaptations
- Bigger changes, such as ramps and stair-lifts are called major adaptations
- We may be able to help with the cost of minor and major adaptations based on need and available budgets
- If you want to organise your own adaptations, you will need to ask our permission first.

**We understand how important it is to be able to stay in your own home and maintain your independence.**

We offer an aids and adaptations service that can help make your home safer, and make it easier for you to move around and do everyday tasks.

Depending on what you need and your circumstances, you might be able to get the help you need for free.

## Types of adaptations

There are lots of ways that we can adapt your property to make it easier for you to live safely and comfortably in your own home.

This can include relatively small changes, such as installing a grab rail or lever taps. Other adaptations may need more work, such as installing a level access shower, a stair lift or a wheelchair ramp.

## Requesting an adaptation

Anyone living in a Progress Housing Group home can apply for us to adapt a property. You can also request permission for the council or a private contractor to adapt your home.

Depending on your circumstances and the changes that you may need, we may be able to do any adaptations for you, we may employ specialist contractors, or they might be done by your local council.

You might also decide to organise and pay for your own adaptations. You must ask us for permission and wait until you have written approval before making any adaptations or improvements to your home, or instructing your own contractor, or instructing your council.

## **Funding**

We will fund **minor aids and adaptations** with an estimated cost of less than £1,000, subject to budget availability. In some circumstances, the work may need to be assessed by an occupational therapist from social services or our assessment officer.

Once approved, minor aids and adaptations can usually be organised and completed within three months.

For **major adaptations**, which are those with an estimated cost of £1,000 or more, and that usually involve alterations to the structure of the building, you will need to undertake a home assessment by an occupational therapist to determine whether or not an adaptation is required.

## **Requesting a home assessment by social services**

If you would like to request a home assessment by an occupational therapist, please telephone social services at 0300 123 6720. They will take all the necessary details from you and prioritise your assessment depending on your circumstances.

Once the occupational therapist has made their recommendation, we will assess whether we can undertake the recommended adaptations at your property.

If we can carry out the adaptations, we will forward your occupational therapist's report to the appropriate local council. Local councils vary greatly in dealing with such applications and how much funding they are prepared to award.

Where a positive recommendation has been received from an occupational therapist we will approve the adaptations.

## **Timescales**

Timescales for adaptations do depend on the nature of the appropriate local council's Disabled Facilities Grant waiting lists.

All adaptations, whether minor or major, are recorded in date order.

You might decide to organise and pay for your own adaptations. You must ask us for permission and wait until you have written approval before making any adaptations or improvements to your home.

### **Unsuitable properties**

There might be reasons why your home is not suitable for any recommended or requested adaptations. If your home is unsuitable, we can discuss other options such as considering transferring to a more suitable property.

### **Other ways we can help**

We can help you in a number of ways to assist you in living comfortably and safely in your own home. We can check whether you are eligible for welfare benefits if you need assistance with your daily care needs.

We also offer an additional service that can assist you in living independently in your home through technology. This service includes a personal pendant that enables you to alert us if you require assistance. We can also install sensors that detect and alert us to potential unsafe situations such as flood risk, gas leaks and fire hazards in your home.

For more information on this service, please contact us at 01772 678910 or visit [www.progresslifeline.org.uk](http://www.progresslifeline.org.uk). Subject to your circumstances, you may qualify for this service free of charge.

### **You may also be interested in**

- Our Progress Lifeline service can offer extra reassurance with telecare services such as personal fall and panic buttons, sensors, and home emergency responders
- Our independent living properties. We have homes available to individuals and couples over 55
- If you are finding that your own home is no longer suitable for your needs, you may be interested in moving to another home, including through mutual exchange or downsizing.

## Get in touch

The quickest way to get in touch is online at [www.progressgroup.org.uk](http://www.progressgroup.org.uk) by:

- Logging into your online tenant account
- Emailing us
- Live chat – available Monday to Friday, 8am to 5pm.

You can also:

- Call us on 0333 320 4555
- Visit or write to us - Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW.

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Progress Housing Group is the trading name of Progress Housing Association Limited.

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## Report or track a repair or check your rent balance

You can pay your rent, check your rent balance and report or track a non-emergency repair online 24/7.

Log in or sign up for your online tenant account at [www.progressgroup.org.uk](http://www.progressgroup.org.uk)

## Complaints and compliments

Your feedback is very important to us and helps us to improve our services. If you want to tell us that we have been doing something well or are unhappy about something, please tell us using the contact details on the left.

Our Complaints, Feedback and Redress Policy and process follow the standards set out in the Housing Ombudsman's Complaint Handling Code. You can read more on our website or let us know if you would like a leaflet.

## Information in another format or language

This leaflet is available in the following formats:

- EasyRead
- Audio
- Large print
- Braille
- On yellow, pink or blue paper
- Other languages.

More information is available at [www.progressgroup.org.uk/access](http://www.progressgroup.org.uk/access)