



Aids and adaptations services



INVESTOR IN PEOPLE

Aids and adaptations services

A wide range of aids and adaptations services are available for customers with a disability and older people to help them live independently and enjoy home life to the full.

Minor adaptations available directly from whg

Certain adaptations to your home can be requested directly from your local housing office. These would include a simple ramp to your home, extra steps and half steps to allow you to get in and out of your home more easily, an extra handrail, a grab rail in your bathroom and lever taps in your kitchen.

How does it work?

Step 1 Contact us to explain the problem that you are having.

Step 2 We will then arrange for a colleague from our property services team to visit you at home. This normally takes place within five days of your first call. A decision will be made on the day of the inspection as to whether the adaptation is suitable for whg to undertake.

Step 3 If as a result of the visit we can help you, an appointment will be made with you for the work to be carried out, usually within one month.

Major adaptations, aids and support services

If you need more major adaptations made to your property or would like some extra support or special equipment, Walsall Council's Occupational Therapy (OT) Service can help. The OT Team offers a range of support, advice and education about how

Aids and adaptations services

to live independently. An occupational therapist will discuss your needs with you and help ensure they are met.

When the occupational therapist visits you to discuss your needs, they will look at whether there are any adaptations which could be made to your home which would help you maintain your independence. If so, they will recommend what these are.

You can apply for a Disabled Facilities Grant from the council for recommended major adaptations such as:

- a vertical lift
- a stairlift
- a shower
- an extension
- larger ramps.

Part or all of the cost of a major adaptation may be covered by this grant. The amount of money you receive depends on the level of your income or savings.

The council's adaptations budget cannot meet all the applications made for Disabled Facilities Grants. Instead, each application is looked at on an individual basis to see what risks each person faces and the grants are given to those who need them most.



Aids and adaptations services

Initial assessment

Before the OT Team can offer the right help, it must assess what your needs are. A social worker will carry out an assessment which simply involves meeting and talking with you about what help you require. When the social worker has identified your needs with you, they will decide whether they are critical, substantial, moderate or low. These are the categories the Government gives the OT Team and there are Government rules for deciding which category each person's needs fit into:

Critical – needing help either now or in the next few days

Substantial – needing help either now or in the next three months

Moderate – needing help either now or in the next 12 months

Low – when one or two aspects of your personal care and daily household chores are difficult for you to manage or there is low risk to your carer's ability to continue their caring role.

In Walsall, the OT Service helps people who have critical or substantial needs.

If you would like more information, contact the Public Information Officer on [01922 658368](tel:01922658368) and ask for the leaflet on Fair Access to Care Services.

Providing help

If the OT Service decides that it can help you, an occupational therapist will meet with you to decide what kind of help it can

Aids and adaptations services

offer. The occupational therapist will write down all the help you currently receive and put this into a 'care plan'. It is very important that you are involved in this process and that your carer, family or close friends are also involved if you want them to be.

They will agree:

- what help the OT Team can give you
- who you can contact if you need help that the OT Team cannot provide
- how and when to get back in touch with Social Services
- what to do if you do not agree with your assessment.

The OT Team will review your assessment and care plan with you regularly.

Day-to-day equipment

Special equipment might make independent day-to-day living easier for you. Certain pieces of equipment or adaptations may be recommended such as:

- special cutlery
- special brushes, combs, toothbrushes or razors
- kitchen equipment to help with cooking and cleaning equipment to help with walking and getting about indoors or out
- equipment to make you comfortable and safe in bed.

Aids and adaptations services

There is also special equipment to help with getting:

- in and out of bed
- in and out of the bath
- in and out of chairs
- on and off the toilet.

Any equipment that you need is free of charge for as long as you need it. The OT Team will also renew it when it is out of date or replace it if it is broken. They are not able to sell you any equipment, but will lend you whatever you need.

If the team is not able to supply you with certain items of special equipment, they will let you know where you can get it from yourself. Other places such as hospitals, physiotherapy clinics, district nurses or your doctor's surgery may have other items.

The OT Service may not be able to help everybody because it only has a limited amount of resources. If they cannot help you, they will tell you why and do their best to give you advice on where you can go next.

Moving to a more suitable home

It may not be possible to adapt your current property to meet your needs because of structural restrictions. If this is the case, you might want to consider moving to a property that has already been adapted. whg maintains records of these properties and working with you we can look at rehousing you into a property that has already been adapted or one that is suitable for the adaptations that you require. Please contact your local housing office to discuss the options available to you.

Aids and adaptations services

Effect of adaptations on your tenancy rights

Major adaptations are a long term investment in a property and there are only limited resources available to carry out this work. As a result, once your property has been adapted, you may lose your Right to Buy or Right to Acquire. Having an adapted property also affects the rights of any joint tenants and family members to remain in the property after your death. Contact your local housing office to talk to us about how your tenancy could be affected before requesting any adaptations.

How to get help

To request small or minor adaptations to your property, contact your local housing office on the following page.

To request major adaptations, aids and support services:

Occupational Therapy Services

Walsall Council

Allens Centre, Hilton Road

New Invention WV12 5XB

Tel: 01902 413002

For rehabilitation:

Rushall Mews Homeward

Bound Unit,

New Street,

Walsall WS4 1QJ

Tel: 01922 720300

Pinfold Day Centre

Field Close,

Bloxwich,

Walsall WS10 3JN

Tel: 01922 710747

Aids and adaptations services



To contact us please call:

0300 555 6666

Always charged at **local rate**
– including from mobiles

Brownhills Housing Office

13 Silver Court
High Street
Brownhills WS8 6HA

Bloxwich Housing Office

Bloxwich Hall
Elmore Court
Elmore Green Road
Walsall WS3 2QW

Blakenall Housing Office

Blakenall Village Centre
Thames Road
Blakenall
Walsall WS3 1LZ

Central Walsall Housing Office

2nd Floor
Tameway Tower
Bridge Street
Walsall WS1 1JZ

Darlaston Housing Office

45 King Street
Darlaston WS10 8DE

Willenhall Housing Office

Beechwood House
New Road
Willenhall WV13 2BG

Email us at enquiries@whgrp.co.uk
Website: www.whg.uk.com

Aids and adaptations services

English

For interpretation, translation, large print, Braille or audio formats, ask an English speaking friend to help you contact your local housing office.

Bengali

ভাষান্তর, অনুবাদ, বড় হরফ, ব্রেল কিংবা অডিও ফরম্যাটের জন্য, ইংরেজী বলতে পারেন আপনার এমন কোন বন্ধুকে আপনার স্থানীয় হাউজিং অফিসের সঙ্গে যোগাযোগ করার জন্য সাহায্য করতে বলুন।

Punjabi

ਵਿਆਖਿਆ, ਅਨੁਵਾਦ, ਵੱਡੇ ਪ੍ਰਿੰਟ, ਬ੍ਰੈਲ ਜਾਂ ਆਡੀਓ ਫਾਰਮੈਟਾਂ ਲਈ, ਅੰਗ੍ਰੇਜੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਦੋਸਤ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੀ ਸਥਾਨਕ ਹਾਊਸਿੰਗ ਟ੍ਰਸਟ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਵਿਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰੇ।

Gujarati

अर्थव्हाटन, भाषांतर, मोठी प्रिंट, ब्रैल अथवा ऑडियो फॉर्मेट माटे, तमाश उँगवेलीला पोवता मित्रने तमाश स्थानिक हाउसिंग ट्रस्टनी संपर्क करवा मदद माटे करावी.

Hindi

भाषांतरण, अनुवाद, बड़े प्रिंट, ब्रेल अथवा ऑडियो प्रारूपों के लिए, अंग्रेजी बोलने वाले किसी दोस्त से कहें कि वह आपकी स्थानीय हाउसिंग ट्रस्ट से सम्पर्क करने में आपकी मदद करे।

Urdu

اشرح، ترجمہ، بڑے چھاپے، بریل یا آڈیو فارمیٹ کے لیے انگریزی بولنے والے کسی دوست سے دریافت کریں کہ وہ آپ کے مقامی ہاؤسنگ ٹرسٹ سے رابطہ کرنے میں آپ کی مدد کرے۔

French

Pour toute demande d'interprétariat, de traduction, de document en gros caractères, en braille ou en format audio ; veuillez demander à une de vos relations parlant anglais de contacter le bureau local de l'association de gestion de votre logement.

Turkish

Sözlü ya da yazılı tercümesini, ya da büyük puntuyla, körler alfabetisiyle ya da sesli kayıt halinde edinmek için İngilizce bilen bir tanıdığınızdan bölgenizdeki konut vakfıyla temas kurmanıza yardımcı olmasını isteyin.



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