

Aids & Adaptations

adapting your home to meet your needs



What are aids & adaptations?

Aids and adaptations are for people who are having difficulty with an activity in their daily home life, such as having a bath or using the stairs.

An adaptation can be either permanent or temporary. This leaflet is mainly concerned with permanent adaptations to your home.

Permanent adaptations are defined as permanent fittings, which make a property and/or access to it, suitable for people with a disability and which enable people to live independently at home. We may carry out a permanent adaptation to your home with funding from Glasgow City Council.

A temporary adaptation is one which is removable or can be re-used when no longer required, e.g. an internal chair lift or a grab rail next to a bath. These are funded and provided by Glasgow City Council Social Services. If you would like more information regarding temporary adaptations please contact your nearest Social Work office (see back page for details).

Will Thenue adapt properties above ground level?

Generally no. Our preference is to adapt properties which have access at ground floor level (unless access is provided by a lift to upper levels).

What if the adaptation is required for a member of my household rather than for myself as the tenant?

An adaptation can be carried out for any permanent member of a household.

What if I don't agree with an OT assessment?

In the first instance, contact the OT who carried out the assessment. If you are still not satisfied, please contact Social Work Services for a copy of their Complaints Procedure.

Will I have to pay for an adaptation?

If you rent your home, the full cost of the adaptation is met by ourselves and Glasgow City Council. If you are an owner occupier, you may be entitled to a grant from the City Council.

What if I would prefer to move to a more suitable property?

You can apply for a transfer with us, rather than have your current home adapted. We cannot guarantee however when a suitable property will be available for you to move to.

Who will be responsible for maintaining or repairing the adaptation?

We will maintain and repair your permanent adaptation. If Social Work Services provided a temporary adaptation, you must contact them (see useful numbers in this leaflet).

Will my rent increase to pay for the adaptation?

We will not change your rent to pay for the installation or maintenance of the adaptation.

What if I am in a property which is adapted and I want to move?

If your adaptation was a temporary one provided by Social Work Services, you should contact them to advise when and where you are moving. If it is a permanent adaptation by us, we cannot guarantee that we will be able to fund a similar adaptation at another property.

Who decides what adaptation is necessary?

We may receive a request from a Glasgow City Council OT for an adaptation on behalf of one of our tenants or a member of their household, or we may be contacted by a tenant and we may ask the OT to visit the tenant to carry out an assessment. An OT has particular skills for identifying needs and for finding solutions to make life easier for you.

How are requests prioritised?

The OT will carry out their assessment according to one of the following priority categories:

Priority 1: The tenant or household member is at immediate risk of injury
The tenant or household member is unable to carry out essential daily activities with or without a carer. For example, if the person is:

- at high risk of requiring admission to care or hospital if the service is not available, eg. if there are no facilities to enable access to the toilet OR
- unable to be discharged from hospital without the adaptation being carried out.

Priority 2: The tenant or household member is imminently at risk of injury

The tenant or household member has difficulty in carrying out essential daily activities, and has no regular support. For example:

- the adaptation is required to prevent deterioration in health, eg. the bathroom can be accessed only with assistance.

Priority 3: The safety and wellbeing of the tenant or household member is potentially at risk in normal daily activities

If the person has difficulty in carrying out essential daily activities, but has suitable support available. For example, if the adaptation is required:

- to promote independence of a disabled and/or elderly person; or
- to prevent the need for more costly alternatives, eg. ramped access for occasional/social use.

How long will I have to wait?

This will vary depending on the availability of funding. You will initially be placed on a waiting list according to the priority which has been awarded by your OT.

As we depend on Glasgow City Council providing funding for adaptations, we are unfortunately unable to provide any guarantee as to when your adaptation will be done.

Please do not let this put you off applying. It is better to be on the waiting list so we can be up to date with who needs work done in their homes and also make the case for extra funding to meet demand.

Who do I contact at Thenue for further information?

In the first instance, please contact your Area Services Officer for advice.

Some useful telephone numbers and addresses

Social Work Services
North East Area Team
Easterhouse Area Office
1250 Westerhouse Road
Glasgow G34 9EA
Tel: 0141 276 3410

Social Work Services
South Team
10 Ardenraig Place
Glasgow G45 9US
Tel: 0141 276 5010

If you are a Thenue Housing Tenant - Have you tried our new self service APP on your phone or tablet?

You can now access many of our services from the comfort of your home or on the go with the APP.

- no need to phone or visit our office
- access up to date data on your rent account, repairs history etc 24/7, 365 days a year!
- Report repairs or a neighbour complaint day or night.

It's available from Google Play Store or Apple App Store or you can scan the QR code below. If you need help to download it, contact staff at our office.



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