

When adapting your home is not possible

Sometimes, it will not be possible to adapt your home. This could be because of the size or type of your home, or because your needs are highly specialised.

An example of this is that we will not fit level access showers in any flats that are above ground floor level if there is no lift in the scheme as it will affect our ability to let the property in future.

In these cases, we may suggest you consider moving to another home. Your customer partner can help you look at your options.

Auxiliary Aids

Auxiliary Aids are items such as wheelchairs, specialist shower seats, bath lifts or hearing aids. We do not provide these. Please contact your doctor or local council if this is the kind of aid you need.

We recommend that you always get expert advice before buying any aid yourself. Specialised equipment can be very expensive and it is vital that it is right for you.

If you think an adaptation would help you, please contact us. We will arrange for our adaptations co-ordinator to contact you.

AIDS AND ADAPTATIONS



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Regional office addresses are available on our website, please visit www.accentgroup.org/contact-us for details.

Note: visitors to our offices are by appointment only

IF YOU OR ONE OF YOUR FAMILY MEMBERS, HAVE A LONG TERM ILLNESS OR DISABILITY, WE MAY BE ABLE TO HELP MAKE YOUR LIFE A LITTLE EASIER WITH OUR ADAPTATIONS SERVICE.



What are adaptations?

Adaptations are improvements we can make to your home. They fit into two categories:

Minor

- Hand rails
- Grab rails
- Lever taps
- Door release systems

Major

- Access ramps
- Over-bath showers
- Level access showers
- Stair lifts
- Through floor lifts
- Extensions

These are some examples of the types of adaptations we can fit, but there are many more.

Funding for adaptations

We have a set amount of money for installing adaptations each year.

Minor

We fund minor adaptations - other than grab rails and lever taps up to the value of £1000. We do require an occupational therapist assessment for these adaptations.

Major

Major adaptations are normally funded through a Disabilities Facilities Grant (DFG) which is available from your local council. This grant is subject to means testing, except for children (under 19 years of age).

If there is a long waiting list for an assessment with your local authority, and they advise Accent you require an urgent assessment based on your needs, we will consider employing a private occupational therapist to carry out the assessment. Also, if you do not qualify for DFG funding and the local authority/Occupational Therapist identifies a need, we may consider funding the adaptation ourselves (up to £5,000). We will consider this on a case by case basis.

How do I qualify?

To qualify for a major adaptation, you will need to be assessed by a local authority occupational therapist, even if we are paying for the work. To ask for an assessment, please contact adult services or your local council so you can be referred.

The occupational therapist will send a copy of their assessment to us with their recommendations for the adaptation. When we receive it, we will be able to give you more detailed advice on how the adaptations may be funded, (whether we will do the work or whether it will be funded through a DFG).

Our standards of service

We record all requests and referrals on our adaptations database.

We will acknowledge an occupational therapist's request for an assessment, we will look at what is the best way to fund the work. We will confirm the funding arrangements within 15 working days, and let you and the occupational therapist know what happens next.

If we are funding the work, we will tell you which member of our staff will be dealing with it in case you have any questions. We will also tell you how long we expect the work to take. We will supervise and check the work throughout to make sure everyone involved is happy.

We aim to fit most minor adaptations which we are funding within 10 working days. We aim to fit all major adaptations within six months from the date they are approved.

If the council is completing the work it is not governed by our timescales and it may take longer to do the work. The council will advise you when the work will be completed.