

Aids and Adaptations

How we can help you
remain independent in
your home



Background

Hastoe recognises that good housing is vital to the independence of disabled people, older people and those with poor health.

Aids and adaptations not only contribute to the quality of the home but also the sense of well being for many and the ability of residents to manage their own lives with support when they need it.



How we can help

We provide a range of aids to help residents have a better quality of life in their own homes. These include:

- Handrails
- Lever taps to wash basin, sinks and baths
- Level access showers
- Stair lifts
- Ramps

How it works

We work in partnership with local authorities, occupational therapists, social services, health authorities and home improvement agencies to make sure that we find the most appropriate, practical and cost effective solutions to the issues residents face.

In practice, this means that if you are in need we will:

- Give you the information you need on how to get funding from the relevant bodies. We can help you to fill out the paperwork if you wish.
- Work with you and your local authority to get your needs assessed as quickly as possible.

We would like to ensure that we are providing the most appropriate adaptations, suitable for your individual needs. You can request a referral through your local council's Occupational Therapist Team from Adult Social Care or the Children with Disabilities Team, (as appropriate).



Any referrals received will be acknowledged within five days and followed up with a mutually convenient appointment to carry out a survey of your needs and your home.

Where possible, we will carry out minor works, such as grab rails, within 28 days and major works as soon as is practical. Sometimes major works can be complicated and we may need to get planning permission from the local authority or order specialist equipment. However, we will agree with you when the work can be carried out and will take your personal needs into account to reduce any inconvenience to you.

We will, of course, comply with all statutory and regulatory requirements in relation to adaptations.

Funding

Hastoe has an annual budget allowance for carrying out minor aids and adaptations and we look to obtain grants – mostly the Disabled Facilities Grant – from local authorities to make the available money go as far as possible.

We are keen to help as many residents as possible so this sometimes means we have to consider very carefully expensive adaptations.

Are there any restrictions on adaptations?

Hastoe will only carry out adaptations that are reasonable and practicable for the property. Major adaptations will be considered on a case-by-case basis.



If the major adaptation is not suitable or we are not able to source funding, we may have to discuss with you the option of a transfer to more suitable alternative accommodation.

Planning ahead

Most of the new homes we build are built to Lifetime Homes Standards. This means they are designed with the potential future needs of residents in mind. The overall aim of The Lifetime Homes Standard is to make homes suitable for people at all stages of their lives.

Your views

Your views on the aids and adaptations service are important to us. Whenever we carry out aid or adaptation work we will invite the resident to comment on the service they received and the quality of the work carried out.

What to do if you need help

If you would like to talk to someone about your aids or adaptation needs, please contact Hastoe Hub on 0300 123 2250. Contact details can be found on the back of this leaflet.

How to contact us

Write

Hastoe Hub, Hastoe Housing Association,
Marina House, 17 Marina Place, Hampton Wick,
Kingston Upon Thames, Surrey KT1 4BH



Alternative formats of this document

If you require this information in another language, large print or different format such as braille or audio CD please contact Hastoe Hub.

Telephone

0300 123 2250

Out of hours emergencies

0345 266 6527

Textphone

18001 0300 123 2250

Website

www.hastoe.com

Email

customerservices@hastoe.com

Accreditations

We value fairness and diversity. We strive to do the best we can and to improve to achieve excellence. External organisations check that we mean and do what we say, and have accredited us. These include:



iN business for neighbourhoods means we have made a set of promises – to customers, neighbourhoods and excellence – in line with other National Housing Federation members.



Positive about disabled people means we have agreed to take action to meet five commitments regarding the employment, retention, training and career development of disabled employees.



SHIFT provides an assessment of our sustainability performance.



Investors in People is a standard which helps organisations transform their business performance through staff development. Gold means we have achieved the highest standard of the award.



Stonewall works with a whole range of agencies- diversity champions - to address the needs of lesbians, gay men and bisexuals in the wider community.