

Chapter 16: Adaptations

If you have a disability, you may be entitled to help with equipment or adaptations for your home.

Haringey Council's occupational therapy service will assess whether an adaptation will help you to live independently in your home.

If the service decides that you need equipment or adaptations, our surveyors will organise the work and be your contact throughout the work. Together, we will try to agree on the best way to provide the help that you need.

The service can be considered making adaptations if you:

- have a disability;
- are elderly; or
- have a long-term or terminal illness which causes you to have difficulties coping or carrying out everyday activities.

Types of adaptations

The type of work that we can carry out includes:

- hand rails and 'grab' rails [including outside hand rails];
- lever taps to sinks, washbasins and baths;
- electrical sockets;
- ramps to your front and back doors;
- alterations to paths, gates, and so on;
- door-entry systems;
- stair lifts and floor lifts;
- ramps of a complicated design;
- showers or specialist bathing;
- major kitchen changes; and
- widening doorways and other major alterations to improve access.

These are examples of some of the more common adaptations we carry out, but many other types are possible. Everyone's needs are different, so the services we offer to each individual will be different. We will always tailor the adaptation work to your own personal needs.

Asking for an assessment

If you think you, or someone living in your home, could benefit from an adaptation to your home, please contact your local Customer Services Centre. Or you can contact the council's occupational therapy service by:

- phoning **020 8489 1603** or the Customer Services Centre on **0800 195 3404**;
- e-mailing occupationaltherapy@haringey.gov.uk;
- applying on-line at www.haringey.gov.uk; or
- writing to: Occupational Therapy Service
Unit 5, St George's Estate
White Hart Lane
Wood Green
London N22 5QL.

Sometimes it is possible for the occupational therapist to assess your needs based on the information you give. But for larger adaptations, they will arrange to visit you at home to discuss your needs in more detail.

There is more information about the occupational therapy service and its work, including equipment for providing independent living, in the booklet *Occupational therapy services in Haringey*, which you can get from any Customer Services Centre.

After the assessment

After the assessment, the occupational therapist will send us details of what is needed to help you.

The surveyor will arrange to visit you to assess how the work will be done. They will draw up a plan for the work in consultation with you.

- For smaller adaptations, the surveyor does not need to visit. We will carry out the work within an average of 20 working days.
- Larger adaptations may need more preparation before we visit you. In these cases, the surveyor will aim to visit you within 15 working days.

The surveyor will be your main point of contact during the work. They will regularly visit you while the work is being carried out. We, our partnering contractors and our approved contractors will always give you at least five working days' notice before work starts.

Special circumstances

If we cannot carry out the necessary work, for example, if the work is not physically possible, the surveyor will arrange a meeting with the occupational therapist and other specialist staff within 15 working days to discuss the best way forward.

If for any reason we cannot carry out an adaptation, we may transfer you to a property that meets your needs.

Maintaining and repairing adaptations

We are responsible for any repairs or maintenance to adaptations that we have made. Please see chapter 4, 'Repairs' for more information.

Customer feedback form

We will give you a customer feedback form when we have completed your adaptation. Please fill it in and send it back to us. This will help us improve our service to you.

Complaints

If you have any complaints or comments about the **assessment process**, you should contact the occupational therapy service. The contact details are above.

If you have any complaints about the **adaptation work**, you should contact our feedback team. You can find their contact details on page 153.