

EMH Guide to aids and adaptations

What is the service?

- This is a service that provides minor or major alterations to your property. Or to provide equipment to assist you achieve independence.

The main function of the service?

- The main function is to promote and enable independence.

What are the different types of adaptations?

Below are a few examples of major/ minor adaptations:

- Wetroom
- Stairlift/ Through floor lift/ Hoists / Baths / Step lifts
- Extensions
- Ramp
- Level access
- Adapted kitchens (rise/fall units)
- Hand rails, / Extra stair rail
- Lever taps
- Height adjustment for heating controls



What's the Process?

- If you find yourself struggling with everyday tasks such as turning on taps, accessing bathing facilities, difficulty entering your property then it is likely an adaptation will be able to assist you.

How do I know what I need?

- Firstly if you find yourself struggling you should contact your local council / social care and ask for an occupational health assessment.

If you struggle doing so, you can seek assistance from EMH to do this .

-Secondly, you will then be put in contact with OT (occupational therapist) who will arrange to carry out an assessment on you.

- Third, once an assessment is complete an OT will inform you and us of their recommendations to assist you. However on occasion there maybe a recommendation to move property altogether as adaptations aren't achievable.

Fourth- Approval and communication from Emh to confirm receipt and advise of decision made. Information guide and WHN card sent out.

Fifth- If like the majority of cases you are proceeding via the council route then the council will contact you to apply for DFG funding to establish your entitlement. (OT will assist with this).

If approved you will then proceed to step 6. Where funding isn't available you may approach EMH to fund the work. This will be reviewed on a case by case basis.

Sixth- Once funding is approved you will then need select chosen contractors from the council to arrange to come and produce a quote for the work to go ahead. Once 3 quotes are received you and the council decide who to proceed with.

Seven- An agreed start date for the works will be shared between all parties and works will commence on the agreed date. Once the work is complete both the council and Emh will contact you to arrange for inspection of the work and to receive customer feedback.

Communication-

EMH will aim to keep you updated along the adaptation journey. We will provide a "what happens next" card which will provide you with information on who to contact at what point.

The majority of the updates provided will be from the local authority, therefore it is important to remember the people you liaise with throughout the process so you can ask to speak directly to them for any information you wish to know.

EMH will support you with this where possible and address any areas in the regular meetings we hold with them.



Enabling Independent Lives.

EMH Contact-

General enquiries- 0300 123600

enquiries@emh.co.uk

Adaptations@emh.co.uk

Responsible Persons-

Zoe Stokes- Asset & Compliance

Surveyor.

Laurence Short- Asset & Investment
Manager

Funding-

Previously in this leaflet we have mentioned funding for adaptations.

Often when it comes to adaptations required by social housing tenants it goes hand in hand with the local authorities who will look to apply for DFG funding (Disabled facilities grant).

The DFG is a means-tested grant for people aged 18 years or over, so the amount you could get depends on your household income and savings. A means test looks at your income, any benefits and any capital or savings together with that of your spouse or partner, if you have one. The first £6,000 of household savings are exempted from the means test.

If you or your partner are receiving any of the following benefits then, subject to confirmation, you will not be required to make a contribution towards the cost of the adaptation up to a maximum grant of £30,000-

- ◆ Income support
- ◆ Guaranteed pension credit
- ◆ Income based JSA
- ◆ Income based ESA
- ◆ Housing Benefit
- ◆ Working or child tax credit with an income of less than 15,050.
- ◆ Universal credit

Emh also have there own policy and procedures which are adhered to as well following guidance from DFG funding criteria in order to maintain and utilize our stock. Within this we look to contribute 50% towards the cost of the works required to maximum amount of £5000. This can assist in paying a tenants contribution if required following the means assessment.

In cases where a tenant is unable to obtain DFG funding emh will review the circumstances surrounding this and will look to offer to pick up the cost of the work. This will be reviewed on a case by case basis and the budget can facilitate it.



FAQ's

What if my property cant be adapted to suit my needs?

In cases where a property cannot be adapted the recommendation will be to seek alternate housing via the council / housing association. Often this will mean apply to go on the housing register and apply for properties that become available.

Can I have different tiles/ radiator to make it more homely?

Yes, this is a conversation you will need to have with the contractor and you will have to pay for the extra cost.

What if my stairlift breaks down?

Emh service and maintain all specialist equipment such as stairlifts, hoists, TFL etc..

You simply report any breakdown to emh customer services like you would any other repair.

How long does the process take?

The whole process depends on availability of staff however it can take anywhere between 6-12 months. Post COVID may have affect on this.

Do I need an OT report for a hand rail?

No, if you require minor adaptations then emh wouldn't necessarily need a OT to assess you for this.

Who can apply for adaptations?

Simply anybody who is having difficulty in their home due to a medical reason, anybody who suffers with mental/ physical disability, elderly / vulnerable tenants who are struggling accessing/ completing every day tasks.

What if my needs change?

Overtime conditions can change / worsen therefore don't feel you wouldn't be entitled to anything else just because you've already had one adaptation in the past.

Some cases there are illnesses that can progressively worsen meaning you require further adaptations.

Feedback-

Customer feedback is extremely important in this process as we wish to ensure that our tenants receive the maximum support on offer and to ensure we can improve any areas which you feel need work on.

Therefore please fill in the customer satisfaction forms and surveys that are sent to you and we will review each one taking on boards any comments. Making changes where necessary.

