

Aids and adaptations



If you need help understanding the information in this document, please contact us on **0300 365 1111**.

Aids and adaptations

Our aids and adaptations service ensures customers are able to remain in their homes and maintain a good quality of life.

If you or a member of your family has difficulty living in your home due to a long-term illness or disability, we may be able to help by adapting your home to better meet your needs.

What are aids and adaptations?

Aids and adaptations are physical alterations to your home, designed to make it easier for you to continue leading an independent life in your home.

We define two types of adaptations:

1. Minor adaptations

These adaptations include smaller things like stair rails, grab rails, lever taps and key safes.

2. Major adaptations

These adaptations usually involve making changes to the structure of your home, such as fitting a walk-in shower or stair lift.

How can I request aids and adaptations in my home?

You can request aids and adaptations in your home by emailing **enquiries@ovh.org.uk** or calling **0300 365 1111**.

If you are not sure about the adaptation you need, or you require major alterations, you can request an assessment through your local authority, who will help decide what alterations would be suitable for your needs.

For more information, please contact your local authority.



Process for major adaptations

1

A difficulty living in your home is identified

You should request an assessment from an Occupational Therapist. You can do so by either:

- Requesting a referral directly from your local authority
- Contacting One Vision Housing to request a referral

2

Occupational Therapist assesses your home and makes a recommendation to One Vision Housing

3

One Vision Housing completes an assessment of your needs in line with Aids and Adaptations Policy

UNAPPROVED

One Vision Housing informs you of the decision, and you have the right to appeal

APPROVED

4

All major adaptations are subject to Disabled Facilities Grant funding

This process will be explained to you upon our approval

If you live in...

Wirral, Liverpool, Sefton (new build homes), Knowsley, St Helens, Warrington, West Lancashire, Preston, Chorley, Cheshire East, Cheshire West and Chester, or Flyde.

If you live in...

Sefton

Adaptation required costs under £10,000

One Vision Housing are wholly responsible for completing your adaptation

Adaptation required costs over £10,000

This will require agreement by Sefton Council's Disabled Facilities Grant Team



Frequently asked questions

What is an Occupational Therapist?

Occupational Therapists are qualified healthcare professionals employed by your local authority who are trained in assessing your physical health needs. They specialise in helping people manage their daily life and to live independently.

One Vision Housing can make referrals to an Occupational Therapist on your behalf, or you can request an assessment through your local authority. Please contact your local authority.

What happens when I request an assessment from an Occupational Therapist?

An Occupational Therapist will make an appointment to come to your home and assess your needs.

If they think that changes can be made to your home which will help you to live more independently, they will send us a report recommending the adaptations that might help you.

If they request a major adaptation to your home, we will need to visit your home to assess whether their recommendations are possible.

Am I eligible for adaptations?

Eligibility criteria is set out in our **Aids and Adaptations Policy**.

We carefully consider all applications, however, in a small number of cases we may decide not to adapt for one of the following reasons:

- The property is under-occupied, for example, a single person living in a three-bedroom house
- The property might be unsuitable for adaptation
- The adaptations would make the property less suitable for future residents
- Rent arrears exist on account in excess of four weeks or £500

- An alternative adapted property is offered and refused

What happens if my home cannot be adapted?

If your home cannot be adapted, we will explain this to you and discuss other options.

In some circumstances, it may be possible to meet your needs in other ways, like arranging a transfer to a more suitable home.

Is there a cost for aids and adaptations?

One Vision Housing will usually fund adaptations, however, you may need to apply for the Disabled Facilities Grant. We will discuss this with you during your assessment.

Please visit [gov.uk](https://www.gov.uk) for more information.

How long will a major adaptation take?

The length of time to complete your adaptation will depend on what is required. We will keep you informed of all works planned, on a regular basis.

Who maintains the adaptation?

We will maintain any aids or adaptations that we have put in place for you.

Are there any other sources of help for aids and adaptations?

Your local authority provides a Community Equipment Service where you may be able to borrow various equipment ranging from cutlery to stair lifts.

Please visit [gov.uk](https://www.gov.uk) for more information.

For more information, please visit [ovh.org.uk/support/aids-adaptations](https://www.ovh.org.uk/support/aids-adaptations)

Get in touch



ovh.org.uk



0300 365 1111*



enquiries@ovh.org.uk



@ovhousing



facebook.com/ovhousing



@onevisionhousing



One Vision Housing



The information inside this leaflet was correct at time of publication. For the most up-to-date information, please visit ovh.org.uk



One Vision Housing is part of The Sovini Group

**8am - 6pm, Monday to Friday excluding bank holidays. Emergency repairs, 24 hours, 7 days a week*

INVESTORS IN PEOPLE
We invest in people Platinum



You can find the details of your local authority by visiting gov.uk/find-local-council and entering your post code.

If you need assistance understanding the information in this document, please contact us on **0300 365 1111**.

Chinese

如果您需要幫助了解本文檔中的信息, 請致電 **0300 365 1111** 與我們聯繫。

Lithuanian

Jei norite, kad Jums kas nors padėtų suprasti šiame dokumente pateiktą informaciją, prašome su mumis susisiekti tel **0300 365 1111**.

Polish

Jeśli potrzebujesz pomocy, by zrozumieć informacje zawarte w tym dokumencie, skontaktuj się z nami pod numerem **0300 365 1111**.

Portuguese

Caso necessite de assistência para compreender a informação constante neste documento, deverá contactar-nos através do **0300 365 1111**.

Russian

Если вам требуется разъяснение информации, содержащейся в данном документе, пожалуйста, свяжитесь с нами по телефону **0300 365 1111**.

Turkish

Bu belgede verilen bilgileri anlama konusunda desteğe ihtiyacınız olursa lütfen bize ulaşın **0300 365 1111**.