

# Aids and Adaptations



# Your home, your independence

**We want to support you to live safely and independently in your own home. We have a dedicated team who will work with you to make changes to your home, or look at other options to maintain and improve your quality of life. We will assess your needs and may be able to supply any equipment you need.**

## What are aids?

Aids are pieces of equipment that help you to manage at home more independently. The types of aids we can provide include:

- chair raisers to raise your chair or sofa so it's easier for you to sit down and stand up
- bed raisers to make your bed higher so it's easier get on and off of it
- bed levers to provide a support to hold so it's easier to stand up
- shower boards to help you to use your shower
- bath lifts to help you to get in and out of the bath

These are just some examples of the aids we may be able to help you with. We will provide some aids and can suggest local suppliers for others.

## What are adaptations?

Adaptations are permanent changes which make getting around the home easier. They can improve your quality of life in the long-term and include:

- changing your doorstep to improve access to your home
- installing external ramps if you are a wheelchair user
- putting up grab rails in your bathroom so you can use it safely
- installing an over-the-bath shower if you meet assessment criteria
- installing a stairlift if you meet assessment criteria

All these things are designed to help keep you safe and make it easier to get around the home. They benefit people who are less able but wish to retain their independence by staying in their own home and community. They are subject to an Occupational Therapist assessment.

"I am very happy with the work, especially the grab rails on the outside steps which is a big help to me" -

**Mr I**

## How to apply

The first step is to tell us about your personal circumstances including the problems you face and by completing a self assessment form.

### You can contact us on

- **Phone:**  
01454 821032
- **Email:**  
a&areferrals@merlinhs.co.uk
- **Letter:**  
Merlin Housing Society,  
Building 1, Riverside Court,  
Bowling Hill, Chipping Sodbury,  
Bristol, BS37 6JX
- Or in person at any of our housing offices

We will then send you an application form. We are happy to help you fill this out over the phone if you need help.

## What's the process?

We will assess your application and if you are eligible for the service, we will then:

- arrange for a member of our staff to visit you to assess you and your property
- organise someone to carry out the work
- arrange for the supply and fitting of any aids that have been identified to meet your needs



"Without help from the team I would have been in a right mess" -

**Mr R**

## What are the eligibility criteria?

Under the FACS policy, the guidelines are made up of the following bands:

1. **Critical**
2. **Substantial**
3. **Moderate**
4. **Low**

We can help you if your needs fall into the critical or substantial band. If you fall outside these bands, we can advise you on your options and tell you where to get help.



## Will you qualify?

Here's an overview of each of the FACS bands. These will give you an idea of which one you fall into. If you are unsure of where your needs fall, get in touch.

### Critical

- life is, or will be, threatened
- significant health problems have developed or will develop
- there is, or will be, little or no choice and control over vital aspects of the immediate environment
- serious abuse or neglect has occurred or will occur
- there is, or will be, an inability to carry out vital personal care or domestic routines
- vital involvement in work, education or learning cannot or will not be sustained
- vital social support systems and relationships cannot or will not be sustained
- vital family and other social roles and responsibilities cannot or will not be undertaken

### Substantial

- there is, or will be, only partial choice and control over the immediate environment
- abuse or neglect has occurred or will occur
- there is, or will be, an inability to carry out the majority of personal care or domestic routines
- involvement in many aspects of work, education or learning cannot or will not be sustained
- the majority of social support systems and relationships cannot or will not be sustained
- the majority of family and other social roles and responsibilities cannot or will not be undertaken

## Moderate

- there is, or will be, an inability to carry out several personal care or domestic routines
- involvement in several aspects of work, education or learning cannot or will not be sustained
- several social support systems and relationships cannot or will not be sustained
- several family and other social roles and responsibilities cannot or will not be undertaken

## Low

- there is, or will be, an inability to carry out one or two personal care or domestic routines
- involvement in one or two aspects of work, education or learning cannot or will not be sustained
- one or two social support systems and relationships cannot or will not be sustained
- one or two family and other social roles and responsibilities cannot or will not be undertaken



I was very impressed and pleased with the services received and wouldn't hesitate to seek further assistance if needed" - **Mr M**



## Mobility Scooters

We will not carry out any improvements related to mobility scooters.

This is because they are not recognised as an NHS mobility aid.

## What if we can't carry out the work?

If we are unable to adapt your current home to meet your needs, we'll support you to find a more suitable property.

"I am very happy with the service. They have made my life a lot easier and the team are very friendly" -

**Mrs P**

## Who pays for it?

If you meet the criteria, we can install proposed adaptations that cost less than £4,000. If the work costs more than this, you will need to apply to your local authority for a Disabled Facilities Grant. We can help you do this.

If you can't get a grant, some charities may be able to help. These include the British Legion or Soldiers, Sailors, Airmen and Families Association (SSAFA) for ex-servicemen and their families.

## How do we assess your eligibility?

We use the same eligibility criteria for aids and adaptations as South Gloucestershire Council. These are based on the Government's national guidelines, which are set out in its Fair Access to Care Services (FACS) policy.

The FACS policy is designed to make sure that people who are in the greatest need get what they need, when they need it. FACS criteria means everyone is treated fairly and equally, whether you are an older person, have a learning or physical disability or a mental health need.

"They kept me informed throughout the entire process. I was most impressed. Thank you to all involved" -

**Mrs J**



# Useful Contacts

## South Gloucestershire Council

01454 868007

[www.southglos.gov.uk](http://www.southglos.gov.uk)

Information for people living in South Gloucestershire about day centres, dementia, care at home and social care assessment.

## Bath and North East Somerset (BANES)

01225 396000

[www.bathnes.gov.uk](http://www.bathnes.gov.uk)

Information for people living in BANES on social care, personal or domestic help, meals delivered to your home, day services and activities and much more.

## Bristol City Council

0117 922 2700

[www.bristol.gov.uk](http://www.bristol.gov.uk)

Information for people living in Bristol about living at home, being part of a community, keeping safe and health and wellbeing.

## Other sources of information

### Age UK

[www.ageuk.org.uk](http://www.ageuk.org.uk)

Information and advice on money, health, lifestyle and care. You can also find contact details for your local Age UK office.

## Disabled people.GOV.UK

[www.gov.uk/browse/disabilities](http://www.gov.uk/browse/disabilities)

Information on Disability Living Allowance, Employment and Support Allowance, Carer's Allowance, disabled children and disability day care centres

## UK Learning Disabilities

[www.uklearningdisabilities.co.uk](http://www.uklearningdisabilities.co.uk)

A one-stop-shop source of information about learning disabilities

## How did we do?

We want to know when we get things wrong so we can make sure we get them right the next time. If you think you haven't received the best service from us, please let us know.

Equally, if you think we've done a good job, please get in touch. There are a range of ways you can make a complaint, give us a compliment or just comment about our services. For more information, contact your area housing office.

We want to be an organisation that treats everyone fairly. It is vital that you let us know if you feel you have been treated differently by one of our staff because of your gender, race or ethnicity, age, sexuality or disability.

The information in this leaflet is also available in other languages, in larger print, Braille or on audiotape or CD. Please contact the customer service team at your area housing office if you need any of these services.



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Yate	01454 821100
Kingswood	01454 821300
Patchway	01454 821500



Merlin Housing Society

Building 1 | Riverside Court | Bowling Hill | Chipping Sodbury | Bristol | BS37 6JX

[www.merlinhs.co.uk](http://www.merlinhs.co.uk)

