

Aids and Adaptations



We want our tenants to stay independent and to continue living in their homes for as long as possible. Some tenants might be finding it difficult to manage and will need help to be able to do this.

We can offer a range of aids and adaptations to help our disabled and older tenants manage in their homes.

How will we do this?

We will provide a high quality service which will make the best use of resources available to us. We will tell you about options which are available and we will encourage you to give us your views about our process and to get involved.

What are Aids and Adaptations?

An aid is equipment which is not permanently fixed to your home and is usually supplied to help those with mobility difficulties or other disabilities. Examples of this are bath seats or lifts, commodes, walking frames.

An adaptation is specialist equipment or alterations which are fitted to your home to help you overcome difficulties with tasks such as bathing, getting upstairs or getting safely in or out of your home.

We supply two types of adaptations:

- Minor adaptations – generally cost under £500 and are usually smaller scale jobs. Examples of minor adaptations are grab rails, hand rails, window opening equipment, flashing doorbells.
- Major adaptations – these adaptations cost more than £500 and involve more structural alterations to your home. Examples of major adaptations are level access showers, stair lifts, ramps, extensions.



For major adaptations, you will need to be assessed by an Occupational Therapist (OT). If you find you cannot manage in your home, you should contact Careline to arrange an assessment. They will forward your details to Liverpool City Council's OT service and an OT will discuss your medical condition and health issues with you. They will also assess you using equipment so that they can see how you manage and what particular difficulties you may have.

When an assessment has been made, the OT will send a report to LMH which gives details of their recommendations for your home.

For minor adaptations, you do not need to be assessed by an OT.

What happens next?

For major adaptations, we will send you an acknowledgement letter within 48 hours to let you know we have received your report.

We will then arrange a home visit within 10 working days of this. At the visit we will discuss the recommendations with you and assess all relevant information such as property type, access to the property, how many people live there. All of this will be considered when we make the decision whether the recommendations can be approved. We may also discuss re-housing to a more suitable property with you.

We will write to you within 20 working days to let you know if the recommendations are approved.

For minor adaptations, we will issue an order to our contractors.

How long will I wait?

Adaptations are classed as either high, medium or low priority. We aim to complete these within:

- High priority cases - 3 months
- Medium priority cases - 6 months
- Low priority cases - 12 months

If you have not had improvement work carried out in your property at the time of your assessment and the recommendation is for a level access shower or additional toilet or a Closomat toilet, we will install the adaptation at the same time as the improvement work.

Will I have to pay for the adaptation?

There is no charge for an adaptation.

What if the recommendations are not approved?

We will advise you of the decision and explain why the recommendation was not approved. We will also advise the OT who assessed you. We will offer advice and assistance such as alternative options and involve other agencies if appropriate to see if they can help meet your needs.

How do I contact LMH about adaptations?

You can contact us by:

- Telephoning LMH Connect.
- Visiting head office or your local neighbourhood housing office.
- In writing to head office or your local neighbourhood housing office.
- Emailing info@liverpoolmh.co.uk.

Aids and Adaptations - Translation, braille, audio tape and large print available on request. Call us on 0800 678 1894

Traducción, Braille, cinta de audio y letras más grandes disponibles a solicitud. Llámenos al 0800 678 1894. (Spanish)

Turjumaad, farta braille ee dadka indhaha la', cajalad dhegeysi ah iyo far waaweyn ayaa la heli karaa marka la codsado Naga soo wac lambarka 0800 678 1894. (Somali)

По вашей просьбе информация может быть предоставлена на другом языке, шрифтом Брайля, в аудиозаписи или большим шрифтом. Звоните нам по телефону 0800 678 1894. (Russian)

بلطلا دن ع قرفاوتم قريبك تا عوب طمو تووص طئ ارشو لي ارب فقي رطو تام جرت دجوت مقرر ىلع انب لصتا 0800 678 1894. (Arabic)

فورج اي هم جرت ترووص هب تا ع لظا ني تفاي رد ي ارب دين او تىم ديش اب لي ام هچنان چ گرزب فورج اب پاچ اي و ىتووص راون ىور رب طبض اي (ناي ان يبان صوص خم) لي رب ديه د تس او خرد 0800 678 1894. (Farsi)

如需翻译、盲文、录音磁带和大字版本，请随时索取。请拨打0800 678 1894 与我们联系 (Chinese)

 **0300 123 2300**

 **0800 678 1894**



LMH offices

All offices are open Monday to Friday, 9.00am to 5.00pm.

Please note, on Wednesday all offices are closed from 9.00am to 10.30am for staff training.

North West 3 Mark Street, L5 ORF

North 3 Falklands Approach, Off Parthenon Drive, L11 5BS

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