

## USEFUL CONTACTS

### ASHFIELD HOMES REPAIRS CALLCENTER

01623 457999

### ASHFIELD HOMES SUPPORT CENTER

01623 608990

### SUTTON HOUSING OFFICE

01623 457012

### KIRKBY HOUSING OFFICE

01623 457269

### HUCKNALL HOUSING OFFICE

0115 9568715

### POLICE SERVICES:

SUTTON, KIRKBY AND RURAL AREAS

01623 440999 HUCKNALL 01159 680999

### FIRE SERVICE:

ASHFIELD AREA 01623 440055

### HOSPITALS & MEDICAL ADVICE:

NOTTINGHAM CITY

0115 691169

QUEENS MEDICAL CENTRE

0115 421421

KINGS MILL

01623 622515

ASHFIELD/MANSFIELD COMMUNITY

01623 622515

NHS DIRECT (ADVICE LINE)

0845 46 47



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EMS 79034  
Stores and Purchasing

# A TENANTS' GUIDE TO AIDS & ADAPTATIONS



*AHL Repairs Call Handling Centre*

*01623 457999 (24 Hours)*



*AHL Support Centre*

*01623 608990 (24 Hours)*



*NCC Social Services Occupational  
Therapy*

*01623 405300*

AHL Ashfield Homes Limited

NCC Nottinghamshire Social Services

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## COMMENTS, COMPLIMENTS & COMPLAINTS

We work hard to afford customer satisfaction to all our tenants and to ensure that all repairs are carried out in your home to a high standard, trying to keep disruption to a minimum. However, should a problem occur, or you would like to make any comment about our service, then please complete the 'Comments, Compliments & Complaints' booklet, available from your local Housing Office & the reception at our Northern Depot Facility, Sutton in Ashfield.

Alternatively, you may call the:

**Repairs call handling center**                      **01623 457999**

You can also e-mail your comments to ( [ahlmail@ashfieldhomes.co.uk](mailto:ahlmail@ashfieldhomes.co.uk))

Or by logging onto our website                      ( [www.ashfieldhomes.co.uk](http://www.ashfieldhomes.co.uk))

### Customer survey's

Ashfield Homes prides itself on its customer care to ensure this we continually monitor our Aids and Adaptation service. We have a dedicated customer services officer who ensures that any aid / adaptation is carried out to a high standard . Should you wish to contact this officer can visit your home, on an appointment basis, to discuss any issues you may have with regards to either customer satisfaction or the quality of the adaptation carried out.



To ensure that we continue to offer a high quality customer-focused adaptations service, we also carry out postal and telephone surveys from time to time, your support in completing these surveys is greatly appreciated as the information gathered is used to further improve our service.

## How to request an Aid/Adaptation

If you consider your home needs an adaptation to be carried out by Ashfield Homes, you should contact us as soon as possible by any of the following mediums.

You can request an adaptation by telephone, letter or in person.



### By Telephone

For general adaptations, ring either our Repairs Call Handling Centre on **01623 457999** Monday to Friday 8.00am—6.00pm or alternatively Our Support Centre on **01623 608990** Monday to Friday 8.00am—6.00pm



### In Person

If you prefer, you may report your requests for an adaptation to your care co-ordinator.

### By Letter



You can also write to the Technical Services Housing Depot at:

Ashfield Homes Ltd.  
Housing Technical Services  
Northern Depot  
Station Road  
Sutton in Ashfield  
Nottingham  
NG17 5HB

If you are requesting an adaptation by letter please make sure you include all the information listed below:

- Your name and address
- The nature of the requested adaptation.
- A contact telephone number so we may arrange a convenient appointment. So that a home visit can be arranged to discuss your needs.



## Introduction

## Ashfield Homes Ltd

Ashfield Homes Limited is a leading Arms Length Management Organisation (ALMO), working to manage maintain and adapt housing stock owned by Ashfield District Council.

This booklet is aimed at assisting you to advise us of any adaptations you feel may be needed to your home and the processes required to meet your requests.

### Our Aim

To respond to adaptations requests as the need arises, which may improve your standard of living and your enjoyment of your home which cannot be deferred for inclusion in planned maintenance programmes.

### Service Standards

When a request for an adaptation is made, we will aim to address this matter and complete the adaptation within the times laid out later in this booklet.

When we visit your home we will:

- Provide proof of identity before entering your home.
- Leave your home clean and tidy.
- Carry out or report any additional repairs when we visit.
- Ensure the work is completed to a good standard.
- Assist in moving furniture if you are unable to do so.
- Notify you in writing if we have to cancel the adaptation / alteration to your home explaining why we have done so.



# Services For Older People and People With Disabilities

In order for Ashfield Homes Limited to make any adaptations to a Council owned property, we will first require a referral. For small scale adaptations, an internal referral can be made by our Aids & Adaptations Team Leader, our Housing Needs Assessment Officer or by our Care Co-ordinators (see page 7) . However, any large scale adaptations would require a referral from the Nottinghamshire County Council Occupational Therapy Service.



## Small Scale Adaptations

These are examples of minor improvements that will make it easier for you to get around your home. e.g.

- Grab Rails
- Additional Stair Rails
- Toilet Frames
- External Handrails

This type of referral can be carried out by our Aids & Adaptations Team Leader, Housing Needs Assessment Officer or our care co-ordinators. We will aim to carry out these repairs within 16 working days of the approval.



## Large Scale Adaptations

These are examples of more major work which could include extensive work to your home. e.g.

- Installing a Stair-lift
- An adapted kitchen
- A level access shower
- Ramped access to your home
- Door widening

All these types of adaptations require a referral made by our colleagues in the Occupational Therapy Department of Social Services. Ashfield Homes Limited will endeavour to carry out all adaptations recommended within 50 working days. However, be aware that it is not always possible due to the structural limitations of your home, to carry out the adaptation recommended.

# Social Services Occupational Therapy Service

## What will this service cost?

The information and advice given by the Occupational Therapy Department is free. Any equipment that they supply is on long term loan, free of charge. Any low cost adaptations will also be free and also any large scale adaptations are also freely provided for the tenants of Ashfield District Council.

## Your Records

You have rights of access to information recorded about you. A leaflet, 'Social Services Records - a guide to your rights', is available from your local Social Services centre.



## Standards

The Occupational Therapy Service have published standards that tell you what you can expect from the service. When you have received any service from the Occupational Therapy Service, you will be given a copy of these standards.

## Where To Get Help

Should you wish to contact the Occupational Therapy Service, please find detailed below their contact details:

Nottinghamshire County Council

Occupational Therapy Service

44 Station Road

Sutton in Ashfield

Notts

NG17 1EE

**Tel: 01623 405300**

## Social Services Occupational Therapists

We can also arrange for the supply of equipment to help you stay living in your home. e.g. specialist shower seats, walking frames, chair raise and toilet equipment.



### Assessing your needs

Occupational therapists will visit your home to assess for any alterations that may help you, or anyone who cares for you, to manage essential daily activities more easily. e.g. washing independently, climbing stairs and if you are wheelchair dependent a ramp.

When the Occupational Therapist has carried out your assessment they will advise you what extent your home needs adapting, this may include ;

Level access showers, stair-lift installations or wheelchair ramps.

This work will be carried out at no expense to you.

Should your home be unsuitable for adaptation the Occupational Therapist will be able to offer advice regarding moving to an alternative property which would be more suitable for your needs.



## Services For Older People and People With Disabilities

### Moving you to more suitable accommodation

As an existing tenant of Ashfield Homes, we may be able to offer you a transfer to a more suitable home, either a bungalow type property, a ground floor flat or a property which has already been adapted for your needs.



We do have a small number of adapted properties and additionally there are also a number of Housing Association properties which may be more suitable for your needs.

If you are interested in the availability of any of the above types of properties, please contact your local Housing Office, who will provide you with further information, (see Useful Contacts page 12)

When you apply for a new home, we will take your special needs into account when ;

- We register your application
- Or, when we update your details because your circumstances have changed.

**Please advise your local Housing Office should your circumstances change in any way.**

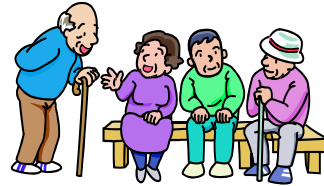


# Services For Older People and People With Disabilities

## Ashfield Homes Supported Housing Services

Our service will help customers to receive Health and Social Care, obtain support from other agencies and organisations.

We will provide an emergency, responsive service for our customer



### We can promote your independence

We can provide you with a Community Alarm System that is connected to our Support Centre, which is staffed 24 hours a day, every day of the year.

Our staff will endeavour to listen to your needs, give reassurance and provide appropriate assistance where needed



### We can help you

Our Care Co-Ordinator visiting service will ; Carry out a comprehensive assessment of your needs and



arrange a Support Plan with you, this includes making referral to our Aids/Adaptations Team Leader for small scale adaptations, should you require large scale adaptations to your home then we can contact Social Services Occupational Therapy Additionally, your support plan will be reviewed every three months.

We will also liaise with Health and Social Care Agencies regarding the provision of Care and Support Services you may require

### You can benefit from this service if

You are a tenant of Ashfield District Council and you or a member of your family has a health / disability problem and you have a working telephone line

# Social Services Occupational Therapists

## Who Are Occupational Therapists?



An Occupational Therapist is employed by the Nottinghamshire County Council Social Services and they offer specialist advice regarding any adaptations that are required to your home.

## What do occupational therapists do?

Occupational Therapists (OT's), will visit you at home to look at difficulties you are having with daily living.

- Occupational Therapists can help you if you have a permanent and substantial impairment and have considerable difficulty with everyday tasks.
- If you are having difficulty in caring for someone who has an impairment or disability.
- If you are the parent or carer of a child with a permanent and substantial impairment

## How can Occupational Therapists help you

Occupational Therapists may be able to show you or anyone who cares for you, different and easier ways of doing things.

They can also refer you for rehabilitation and other services which you may not have been aware of.

