

Useful Contact Details:

Ashfield Homes 24hr Repairs Call Handling Centre - **0800 479 4999**

Ashfield Homes Technical Services

(Procurement / Major Works) - **01623 608872**

Ashfield Homes Housing Services - **01623 608907**

Ashfield Homes 24hr Support Centre - **01623 608990**

Text phone / Minicom - **01623 608989**

Sutton Property Shop - **01623 608950**

Kirkby Property Shop - **016223 608932**

Hucknall Property Shop - **01159 568713**



هەر زانیاریەك دەربارەى ئاشفیلد هۆمس كە بە زمانی ئینگلیزی نوسراوه ئەتوانییت بۆ زمانی كوردی تهرجومه بكرییت. تکیاه داواى زانیاری زیاتر له ئەندامیكى دەستەى فهیمانەهەران بکه.

(Kurdish)

Ashfield Homes 印製的所有英文刊物，都可翻譯成中文。請聯絡本處職員，查詢詳情。

(Cantonese)

اشفیلڈ ہومز سے متعلق انگریزی زبان میں دستیاب کسی بھی معلومات کا اردو زبان میں ترجمہ فراہم کیا جاسکتا ہے، مزید معلومات کے لیے برائے مہربانی اسٹاف کے کسی رکن سے بات کریں۔

(Urdu)

અંગ્રેજીમાં લખેલ એશફીલ્ડ હોમ્સની કોઈ પણ માહિતી ગુજરાતીમાં તરજૂમો થઈ શકે - કૃપા કરી વઘારે વિગત માટે સ્ટાફના સભ્યને પૂછો

(Gujurati)

Wszelkie informacje dotyczące Ashfield Homes napisane po angielsku mogą być przetłumaczone na język polski - o dalsze szczegóły proszę zapytać osobę z personelu.

(Polish)

Toute l'information de maisons d'Ashfield est disponible dans d'autres langues (French)

Any Ashfield Homes information is available in large print, audio, Braille and other languages. Please contact Ashfield Homes directly on 01623 608888 or Textphone 01623 608989.



Last Reviewed June 08

Ashfield Homes Limited

Technical Services

A Tenant's Guide to

Aids & Adaptations



"Delivering Excellent Housing Services"

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Comments, Compliments

& Complaints

We work hard to achieve customer satisfaction for all our tenants and to ensure that all repairs are carried out in your home to a high standard, whilst 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 Property Shop & the reception at our Northern Depot Facility, Sutton in Ashfield. Alternatively, you may contact us by:

Calling our **Repairs Call Handling Centre - 0800 479 4999**
or **e-mailing your comments to ahlmail@ashfieldhomes.co.uk**
or by **logging onto our website - www.ashfieldhomes.co.uk**

Customer Surveys

Ashfield Homes prides itself on its customer care, to ensure this we continually monitor the services that we offer. We have dedicated Customer Services Officers who ensure that our services are carried out to a high standard. Should you wish, these officers 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 any work that has been undertaken.

**You may contact your Repairs Call Handling Centre on
Freephone 0800 479 4999**

To ensure that we continue to offer a high quality customer-focused 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 the services we offer to you.



For further information regarding the services that are offered to you by our Technical Services Section, please refer to our other 'A Tenants Guide to' booklets which are detailed below:

A Tenants Guide to Carbon Monoxide



A Tenants Guide to Security Improvements



A Tenants Guide to Planned and Cyclical Maintenance



A Tenants Guide to Asbestos Awareness



A Tenants Guide to Estates Services



A Tenants Guide to New Homes



A Tenants Guide to Out of Hours Emergency Repairs Service



A Tenants Guide to Fire Awareness



A Tenants Guide to Major Refurbishment Works



A Tenants Guide to Responsive Repairs



A Tenants Guide to Pest Control



A Tenants Guide to Damp & Mould



Introduction

Ashfield Homes Ltd

This booklet is aimed at providing you with information relating to Aids & Adaptations and the service offered to you by Ashfield Homes Limited & Nottinghamshire County Council Social Services department.

The services offered to you in relation to this matter are managed via our Planned, Cyclical & Estates Maintenance section. Should you request the assistance of this service, we will respond to your requests in line with our repairs priority guidelines and offer assistance and advice where appropriate.

The Service We Offer to You

When a request for an adaptation is made, we will:

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



Our Company Vision, Aims and Objectives

Vision

The vision of Ashfield Homes is: "To ensure present and future customers, service users, and stakeholders of Ashfield Homes enjoy decent housing and a good quality of life in a stable community through the provision of a range of excellent services, which meet their aspirations and which represent value for money".

Aims and Objectives

Manage the investment in the Council's housing stock to ensure it meets the Decent Homes Standard.

By providing excellent housing services contribute to the wider regeneration and sustainability of the communities of Ashfield by entering into partnerships with appropriate organisations.



Facilitate the continuous improvement of tenant services.

Extend the empowerment of tenants in the management of their homes and the services they receive.

Ashfield Homes Ltd will minimise the detrimental effect the organisation has upon the environment.



Aids & Adaptations - Did You Know

1. We spend around £350,000 per year on completing adaptations to Council owned properties. 
2. We manage around 900 aids and adaptation requests per year which range from small items such as grab rails to larger elements such as level access showers.
3. Should you request the services of an Occupational Therapist or Community Care Officer they will aim to visit you in:
 - Five working days if you are considered seriously at risk or require immediate action for hospital discharges.
 - One month if you cannot carry out essential everyday tasks and whose carer needs help.
 - Four months if you can carry out everyday tasks but whose quality of life would be improved from the use of this service. 
4. If you are not a Ashfield District Council tenant and you think you would benefit from an adaptation to your home, you may receive funding via a Disabled Facilities Grant which will help towards the cost of any home improvements. These grants are funded by your local Council and are subject to a referral from the Occupational Therapy Service and a test of financial resources.

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 **freephone 0800 479 4999** Monday to Friday 8.00am — 6.00pm or alternatively

Our Support Centre on **01623 608990** Monday to Friday 8.00am — 4.30pm



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 in order for a home visit to be arranged to discuss your needs.

Our Company Values

Ashfield Homes Ltd will provide excellent housing services – which represent Best Value, to the tenants of Ashfield District Council and the wider community.

Ashfield Homes Ltd will strive to create an environment to make it an excellent employer of choice.

Efficiency, economy, effectiveness, equity and quality will be at the heart of Ashfield Homes Ltd's performance culture. Underpinning all of this will be what matters to customers.

Ashfield Homes Ltd will offer fair treatment to all service users regardless of age, race, sex, disability, or sexual orientation.

Ashfield Homes Ltd will involve service users to the level and extent they choose at all stages of the decision-making process.

Employees will work together to deliver the aims of Ashfield Homes Ltd recognising that teamwork is more effective than working alone and in isolation.

When complaints are received, problems occur and mistakes are made, Ashfield Homes Ltd will investigate quickly, put it right, and learn so it does not happen again.

Ashfield Homes Ltd will adopt a spirit of openness when making decisions and delivering services.



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 Technical Officers, our Housing Needs Assessment Officer or by our Care Co-ordinators. 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.

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

This type of referral can be carried out by our Technical Officers Housing Needs Assessment Officer or our Care Co-ordinators. We will aim to carry out these adaptations within 16 working days of their approval.



Large Scale Adaptations

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

- 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 will endeavour to carry out all adaptations recommended within 50 working days. However, it may not always be possible carry out this work due to the structural limitations of your home.

Adult Social Care & Health 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 provided free of charge 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

If you wish to contact the Occupational Therapy Service, please contact

Nottinghamshire County Council
Occupational Therapy Service
44 Station Road
Sutton in Ashfield
Notts
NG17 1EE

Tel: 01623 405300

Adult Social Care & Health 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 your needs with regards to 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 if your home needs adapting. This may include; for example, level access showers, stair-lift installations or wheelchair ramps.

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

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



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 have a small number of adapted properties, 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 Property Shop, who will provide you with further information.

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

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

Please advise your local Property Shop if 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 customers.



We can promote your independence

For a small charge 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 employees will endeavour to listen to your needs, give reassurance and provide appropriate assistance where needed

We can help you

Our Care Co-Coordinator visiting service will carry out a comprehensive assessment of your needs and may arrange a Support Plan with you. This includes making referral to our Aids & Adaptations personnel for small scale adaptations. Should you require large scale adaptations to your home then we can contact the Adult Social Care & Health Occupational Therapy department. 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
- You or a member of your family living with you has a health / disability problem

The only thing you will require is a working telephone line.

Adult Social Care & Health Occupational Therapists

Who Are Occupational Therapists?



Occupational Therapists are employed by the Nottinghamshire County Council Adult Social Care & Health Department. They offer specialist assessment & advice regarding any adaptations that are needed to your home allowing you to continue living independently.

What do occupational therapists do?

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

