

# Equipment and Adaptations for your home





Do you have trouble doing every day tasks such as getting in and out of bed, walking, washing, dressing, cooking and eating? If you cannot do these things easily it can affect your everyday life and you may be dependent on other people such as your family, friends or carers to manage within your home.

If you are an adult, or a child supported by a carer, with physical disabilities and a tenant of the London Borough of Sutton, Sutton Housing Partnership can assist you in obtaining access to professional advice, equipment and adaptations for your home through the Sutton Community Occupational Therapy team (OT). Our aim, through our partner OT, is to enable you to achieve maximum independence in your home. We support this service by working jointly with OT and each year ensure money is available to pay for adaptations that are identified.

## What do Sutton Community Occupational Therapy Team do?

Their priority is to make sure you can cope with everyday tasks and make recommendations to improve your daily living.

They can:

- ⦿ Provide assessment advice and information
- ⦿ Recommend various items of specialist equipment to help with practical living skills
- ⦿ Demonstrate how to use equipment safely and correctly
- ⦿ Make recommendations for minor adaptations to your home such as installing a ramp, rails and shallow steps
- ⦿ Make recommendations for major structural changes to adapt homes, improving layouts to important amenities such as the toilet and bathroom
- ⦿ Make recommendations to re-house people on the grounds of disability if their current property is not suitable
- ⦿ Work closely with other agencies such as ourselves, Sutton Staying Put, Health and the voluntary sector.

## Who can receive help from the Occupational Therapy Team?

Any child or adult with physical disabilities who lives in the London Borough of Sutton can be assessed for help with equipment or adaptations. The level of help you will receive will depend on what needs you have as a result of your disability.

Any needs and risks are judged on the national standards called “Fair Access to Care Services”. Further details about these standards can be found from the Occupational Therapy team.

## How can I get help?

You can contact the OT service yourself or be referred by a carer, a relative, friend, GP, consultant, district nurse or care manager.

Alternatively, you can be referred by Sutton Housing Partnership. Sutton Housing Partnership can help you complete an OT referral form.

A referral form can be obtained through our office or found on our website. If you would like assistance in completing a form, we are here to help. You may visit our office or we

can arrange for your Neighbourhood Manager or Sheltered Housing Officer to visit you at home.

Once OT has received your referral form they may invite you to visit their assessment centre. At the centre you can receive information and advice to assist you with daily living activities. If you are unable to visit the Sutton West Centre, because of your disability, they will provide information and arrange an assessment at your home.

## What equipment can I have?

Once you are assessed, OT may identify that you need equipment. Through their work with the Integrated Community Equipment Service, they will ensure that you are provided with the equipment that can be tailored to meet your individual needs. Equipment they can provide includes walking frames, white canes, commodes, items which raise the heights of chairs and beds, raised toilet seats, bathing equipment, hoists, “pick up sticks”, flashing door bells, and small ramps for wheelchairs.

## Home adaptations

Once you are assessed OT may identify that you need your home adapted. If you are a tenant of the London Borough of Sutton, the adaptations will be provided free of charge as we are committed to meeting the needs of tenants.

Minor adaptations, such as grab rails, will be ordered promptly and fitted by a specialist contractor with experience of working with people with a physical disability.

Large adaptations such as lifts, fixed hoists and showers need to be designed especially for each person's particular needs and property type. OT work with our partner agency "Staying Put" to design larger adaptations. Once you and Sutton Housing Partnership have agreed the design for your adaptation, "Staying Put" will appoint a specialist contractor to complete the work as promptly as possible.

### What is an adaptation?

An adaptation is a physical alteration to your home to allow you to live as independently as possible.

There are two types of adaptations:

#### I. Major adaptations, such as:

- ⊙ A **through floor lift** to help if you are a full-time wheelchair user and you are not able to sit safely on the seat of a stair lift.
- ⊙ A **stair lift** to help if you are not a full-time wheelchair user, but you are unable to get up the stairs.
- ⊙ An **outside ramp** if you are unable to get in or out of the property independently and safely.
- ⊙ A **level-access/walk-in shower** if you would not be able to get in the bath safely even with equipment.
- ⊙ A **ceiling track hoist** if you need help moving from your bed to your wheelchair.
- ⊙ A transfer lift if you need help getting in and out of the bath.
- ⊙ **Widening doorways** to accommodate a wheelchair or walking equipment.
- ⊙ **Moving light switches and plug sockets** if you cannot reach them safely.

## 2. Minor adaptations, such as:

- ⦿ **Grab rails** to aid stability both inside and outside the property. These can be fitted at the entrance to the home, in doorways, kitchen, bathroom etc.
- ⦿ A **half step** will help if you are not a full-time wheelchair user, but you have trouble getting over the front door steps.
- ⦿ A **door entry system** if you live alone, or spend long periods of the day alone, and you are unable to reach the door to let in essential callers.

## What standard of service can I expect and how long will I have to wait?

Assessment forms received by OT will be assessed and prioritised within 2 working days. At this point you may be invited into the Assessment Centre and equipment may be loaned on a short term basis until a full assessment can be completed with you.

OT operate an accelerated service for people who have not received a service before and are over 65 years

of age – you will be assessed within 28 working days.

How quickly you will receive a full OT assessment in your home will depend upon the situation you are in.

The “Rapid Response” OT team will aim to visit you within 5 working days to intervene in a crisis situation to enable you to be supported by carers and continue to live in your home.

If you or your carer is at risk and cannot make use of essential facilities to carry out personal care, we will aim to carry out a full assessment visit within 15 working days (this is what the OT service calls critical need).

If you have difficulty with several every day living tasks with the assistance of a carer, we will aim to carry out a full assessment visit in 15 weeks. (This is called substantial need).

If you have moderate difficulty with every day tasks we aim to carry out a full assessment visit within 21 weeks – or you may prefer to come to the assessment centre.

Minor adaptations will be fitted within 7 days once ordered.

All major adaptations are managed by our partner agency “Staying Put”.

They will survey your home, discuss any structural alterations that may be required and provide you with a timescale for how long you will have to wait. Once the work has been ordered you will receive confirmation from “Staying Put”.

Major adaptations, once approved will be completed within 18 weeks.

## **What happens after the adaptations have been completed?**

All adaptations come with a 12 month warranty from the contractors who fit them. When your adaptation is fitted, you will be given the contact details of who to speak to, should there be a problem during this warranty period. This will be explained to you when your adaptations are installed.

After the 12 month warranty has expired, you will need to report any problems with your adaptations to Customer Services at Sutton Housing Partnership.

## **How much will it cost me?**

All adaptations for tenants of the London Borough of Sutton are free of charge. However, you are entitled to apply for a Disabled Facilities Grant. This grant is means tested and you will be therefore be financially assessed. Please contact London Borough of Sutton’s Environmental Health Service to discuss a Disabled Facilities Grant application.

## **How do you monitor the service?**

Sutton Housing Partnership meet regularly with OT and “Staying Put” to review the service our partners are providing. We will ensure that the service standards set out in this booklet are being met and that money is spent wisely.

Periodically we may ask tenants who have used the OT service whether they were satisfied with the service they received. Feedback about the service and how we have responded to feedback will be reported in the tenant’s newsletter “Home front” and to the tenants’ “Repairs and Investment Review Group”.

## How do I get in touch

### Sutton Housing Partnership

Sutton Gate  
1 Carshalton Road  
Sutton  
Surrey SM1 4LE  
Tel: 0800 195 5552

Website:  
[www.suttonhousingpartnership.org.uk](http://www.suttonhousingpartnership.org.uk)

#### *Opening times:*

Personal callers Mon – Fri 9am-5pm  
(offices open from 8.45am onwards).  
Telephone callers Mon – Fri  
8am – 5pm.

### Community Occupational Therapy

Sutton West Centre  
Robin Hood Lane  
Sutton SM1 2DS  
Tel: 020 8770 4446  
Fax: 020 8770 4663

Website: [www.sutton.org.uk](http://www.sutton.org.uk)

*Opening Times:* Mon – Fri 9am – 5pm.

## Other useful contacts

### London Borough of Sutton

First Contact  
Tel: 020 8770 6080  
Fax: 020 8770 4347

### Children with Disabilities Team

Tel: 020 8770 4690

### Vision and Hearing Services

314 Malden Road  
North Cheam SM3 8EP  
Tel: 020 8770 4337  
Fax: 020 8770 4395  
Minicom: 020 8770 6858

For general information about grants  
please contact the **Environmental  
Health Service** on 020 8770 5070.

### Sutton Centre for Independent Living & Learning (SCILL)

3 Robin Hood Lane  
Sutton SM1 2SW  
Tel: 020 8770 4058  
Fax: 020 8770 4061  
Minicom: 020 8770 4046  
Info Service: 020 8770 4065  
Email: [information@scill.org.uk](mailto:information@scill.org.uk)  
Website: [www.scill.org.uk](http://www.scill.org.uk)

### Red Cross

Marlborough Court  
Cranleigh Gardens  
Wallington  
Surrey SM6 9PG  
Tel: 020 8647 8265

Short-term equipment and loan of  
equipment inc: seating, wheelchairs,  
commodes and small items.

### Age Concern

Granfers Community Centre  
73-79 Oakhill Road  
Sutton  
SM1 3AA  
Tel: 020 8405 3524

Assessment, information and advice  
on home safety and equipment.

### Disabled Living Foundation

380/384 Harrow road  
London  
W9 2HU  
Fax: 020 7266 2922  
Minicom: 020 7432 8009  
Help Line: 0870 603 9177  
Email: [dlfinfo@dlf.org.uk](mailto:dlfinfo@dlf.org.uk)

## Equipment Suppliers

*Shop and mail order service from catalogues are available from:*

### Caltek Maintenance Suppliers

1 Nuffield Road  
Merstham  
Surrey RH1 3EB  
Tel: 01737 647947

### Care Providers

169 Shirley Road  
Croydon CR0 8SS  
Tel: 020 8656 4627

### Generations

84 Westmead Road  
Sutton SM1 4HY  
Tel: 020 8770 7788

### Keep Able

11-17 Kingston Road  
Staines  
Middx TW18 4QX.  
Tel: 01784 440044

### Lifelong

215-217 Kingston Road  
Ewell  
Epsom KT19 0AB  
Tel: 020 8394 0444

### The Pharmacy

Stonecot Hill  
Sutton SM3 9HJ  
Tel: 020 8644 8465

*Mail order services from catalogues are available from:*

### Chestercare

Homecraft Ability One  
P O Box 5665  
Kirky-in-Ashfield  
Notts NG17 7QX  
Tel: 01623 722337

### Ways and Means

Novaral House  
Excelsior Road  
Ashby Park  
Ashby de la Zouch  
Leicestershire LE65 1NG  
Tel: 08456 060911



