



# Guide to how to adapt your home

How can we  
assist you?

Hammersmith & Fulham council aims to support you to live safely at home as independently as possible and it can do this is through providing equipment for daily living or making adaptations to your home.



## What is equipment for daily living?

There is a wide range of specially designed equipment available to promote independence. This can help you in everyday life; for example, grab rails, a raised toilet seat, a commode, special mattress, or gadgets in the kitchen. There is no charge for items of equipment and most items will be delivered within seven working days.

## What is a home adaptation?

A home adaptation can help to give you more freedom into and around your home, and to access essential facilities within it. This normally includes the type of work where structural changes are needed to your home. For example:

- fitting a stair lift
- replacing a bath with a walk in shower or fitting an over bath shower
- adapting your home for wheelchair use (e.g. widening doors, installing ramps or a ceiling track hoist).

## How can I apply for equipment or an adaptation to my home?

All requests for either equipment or an adaptation must start with an assessment of your needs by Hammersmith & Fulham's children and community service departments.

## Who to contact for an assessment of my needs

If you have a permanent and substantial disability or you are a parent/guardian of a disabled child a referral to occupational therapy services can be made by you, a friend or relative, a voluntary organisation, the hospital or your doctor.

**For further information, or to apply to the Occupational Therapy Services, please visit or contact:**

### **h&f advice:**

145 King Street, London W6 9XY

**Telephone:** 0845 313 3935

**Minicom:** 020 8753 5089

(For deaf and hearing impaired people)

**Fax:** 020 8753 5880

**Email:** [h&fadvice.care@lbhf.gov.uk](mailto:h&fadvice.care@lbhf.gov.uk)

**Website:** [www.lbhf.gov.uk](http://www.lbhf.gov.uk)

**Nearest tube:** Hammersmith or Ravenscourt Park

**Buses:** 27, 266, 267, H91, 190, 391

**Opening hours are:**

Monday to Friday 9.00am to 5.00pm

If your need can be met with a simple item of equipment or minor adaptation, your assessor will arrange for this to be provided via the council's equipment provider.

When the assessor (usually an occupational therapist) has assessed you as requiring your home to be adapted the occupational therapist will draw up a detailed recommendation.

The next part of the process for adaptations will vary depending on the tenancy of your property. This leaflet outlines details about the process for each:

- owner occupiers and private tenants
- council tenants
- housing association tenants

## Will I automatically be eligible for equipment or an adaptation?

You will need to meet certain eligibility criteria. If you are an adult you will need to have an assessment that meets the Fair Access to Care Services (FACS) Eligibility Criteria.

To find out more regarding FACS please view Help for adults on [www.lbhf.gov.uk](http://www.lbhf.gov.uk) or visit h&f advice, 145 - 155 King Street, London W6 9XY or telephone 0845 313 3935 to get a leaflet.

For major adaptations, the works must be necessary and appropriate to meet the needs of a person who has a permanent and substantial disability. This is usually assessed by an occupational therapist. In many situations needs can be met appropriately via equipment provision and therefore an adaptation would not be necessary.

It is also important that the adaptations would be reasonable and practical in terms of the actual property. In some instances where an adaptation is not possible, moving home may be a more suitable option.

## The priority system for home adaptations

The occupational therapist will allocate a priority based on your need using the following system:

### **Urgent priority:**

- when an adaptation is required to prevent admission to hospital or residential care or
- to enable discharge from hospital or residential care
- where formal care could be withdrawn without adaptations; informal care would break down without adaptations.

From contact with occupational therapy service through to completion of works our target is 13 weeks.

### **High priority:**

- where a resident will become independent of care needs
- where a care package currently required will be reduced once the adaptation has been completed
- where there is significant risk of injury or risk of deterioration if the adaptation is not provided within this time frame.

From contact with occupational therapy service through to completion of works our target is 30 weeks.

### **Standard priority:**

#### **For all others**

From contact with occupational therapy service through to completion of works our target is 52 weeks.

We appreciate that you will want your needs met as soon as possible. However, we hope that you will understand that we are not able to respond immediately to everyone on an urgent basis.

## What if I am not satisfied with the service?

If you are unhappy with the service you should tell your occupational therapist or team manager in the first instance. If you are still dissatisfied you should contact our customer care and complaints service:

Customer Care Unit  
Cambridge House  
100 Cambridge Grove  
Hammersmith  
London W6 9XY

**Telephone:** 020 8753 5101

**Email:** [CSDComps@lbhf.gov.uk](mailto:CSDComps@lbhf.gov.uk)

# Information for council tenants

## What happens after my occupational therapy assessment?

If you have been assessed as requiring adaptations to your council owned home, then the occupational therapist who assessed your level of need and priority (please see page 4), will require your agreement with the proposal. They will give details of the works that they recommend to the technical officer within the occupational therapy service and send you a copy.

## What happens when the technical officer receives my details?

The technical officer will visit your home, with the occupational therapist's recommendations to ensure what is proposed is feasible, draw up a schedule of works, have them agreed by the occupational therapist and get quotes from contractors to complete the work.

Once the quotes have been received the technical officer will issue the works to the contractor liaising with you and the occupational therapist regarding when the works are to begin.

## Will I have to pay for the adaptation?

Council tenants do not need to pay.

## How long will it take to get my adaptation?

There are set targets for the average amount of time that your adaptation should take. This will depend on your priority. Once the technical officer receives the details of the adaptation you need, we aim to start work on urgent cases within 11 weeks. For cases with a high priority we aim to start the work within 22 weeks and for cases with a standard priority within 42 weeks. This does not mean your case will take this amount of time. We will do our utmost to ensure the work is carried out as soon as possible.

## The option of moving home

In some instances where an adaptation is not possible, moving home may be a more suitable option. If you feel that moving home may meet your needs, then please contact your housing officer to discuss the choices available to you.

Under the tenant incentive scheme you may be eligible for a one off payment if you move to a smaller home from a family sized property. If you are interested in this scheme please contact the home buy service on 020 8753 6464.

If it is decided that rehousing is the best option, then once this has been agreed by the rehousing opportunities unit you will need to bid for an advertised property through the LOCATA Choice Based Lettings Scheme.

If the new property you are allocated via the Choice Based Letting System needs adaptations, we can not guarantee that the adaptations will be undertaken prior to moving. The normal adaptations process for your agreed priority and for that type of tenancy would apply.

## Who can I contact if I have questions whilst I am waiting for my adaptation?

Contact your occupational therapist or the technical officer.

## What if my needs change whilst I am waiting?

If your needs change significantly whilst you are waiting for work to start on your adaptation, then you should contact your occupational therapist to discuss the situation.

If appropriate they will liaise directly with the social work team to arrange for an assessment or reassessment of your needs.

Once the quotes have been received the technical officer will issue the works to the contractor liaising with you and the occupational therapist regarding when the works are to begin.

# Information for Owner Occupiers and Private Tenants

## What happens after my occupational therapy assessment?

If you have been assessed as requiring adaptations to your home, then the occupational therapist once they have your agreement will send details of the work recommended and the allocated priority (please see page 4) to the private housing service, sending you a copy.

## What happens when Private Housing Services receive my details?

Private Housing Services will confirm they have received your details and provide you with information regarding the options for engaging an agency that can organise the application and supervise the works for you.

The options are the Council's Home Improvement Agency, Care and Repair, private surveyor or architect.

Private Housing Services will arrange for the Test of resources to be carried out. There is no means test for an adaptation for a person under 18 years of age.

## Will I have to pay for the adaptation?

Yes, unless you are entitled to apply for a Disabled Facilities Grant. This grant is means tested (if you are 18 years age or over). If you are in receipt of a means tested benefit it is likely that you will have little or nothing to pay yourself. If you are not receiving any benefits you may still have little or nothing to pay, but you will need to provide more financial information.

The grant covers the cost of the work and any fees such as professional fees, planning and building control fees.

The maximum amount of grant is £30,000 per application - less any assessed contribution from you. If the cost of the eligible works is more, the council can use discretionary powers to increase the amount.



## Who is eligible for a Disabled Facilities Grant?

You can apply for a Disabled Facilities Grant if you, or someone living in your property, are disabled and:

- you, or the person on whose behalf you are applying, are either the owner or tenant (including licensees) of the property
- you can certify that you, or the person on whose behalf you are applying, intend to occupy the property as your/their only or main residence throughout the grant period - currently five years.

A landlord may apply on behalf of a disabled tenant.

## How long will it take to get my adaptation?

There are set targets for the average amount of time that your adaptation should take. This will depend on your priority. Once the private housing service receives the details of the adaptation you need, we aim to start work on urgent cases within 11 weeks. For cases with a high priority we aim to start the work within 22 weeks and for cases with a standard priority within 42 weeks.

## The option of moving home

In some instances where an adaptation is not possible, moving home may be more suitable option. If you feel that moving home may meet your needs, please contact your grants officer to explore this option.

## Who can I contact if I have questions whilst I am waiting for my adaptation?

Contact your occupational therapist or private housing services (tel 020 8753 1258 email [phs@lbhf.gov.uk](mailto:phs@lbhf.gov.uk)) if you have any queries about how your case is progressing.

## What if my needs change whilst I am waiting?

If your needs change significantly whilst you are waiting for work to start on your adaptation, then you should contact your occupational therapist to discuss the situation.

If appropriate they will liaise directly with the social work team to arrange for an assessment or reassessment of your needs. This will not automatically result in a change in priority you have been given for your adaptation.

# Information for Housing Association Tenants

## What happens after my occupational therapy assessment?

If you would benefit from your home being adapted, then the occupational therapists will send details of the works that they recommend to your Housing Association.

## What happens when the Housing Association receives my details?

Each housing association has its own arrangements, however the majority will cover the costs of any adaptation under £1,000 and look at applying on their tenants behalf for a disabled facilities' grant. Please see the previous section for information regarding disabled facilities grants.

## The option of moving home

In some instances where an adaptation is not possible, moving home may be more suitable option. If you feel that moving home may meet your needs, please contact your housing officer to explore this option.

## Who can I contact if I have questions whilst I am waiting for my adaptation?

Contact your occupational therapist or your local housing officer if you have any queries about how your case is progressing.

## What if my needs change whilst I am waiting?

If your needs change significantly whilst you are waiting for work to start on your adaptation, then you should contact your occupational therapist to discuss the situation.

If appropriate they will liaise directly with the social work team to arrange for an assessment or reassessment of your needs. This will not automatically result in a change in priority you have been given for your adaptation.



If you would like any part of this document interpreted into your own language, or produced in large print or braille, please telephone 0845 313 3935.

**[www.lbhf.gov.uk](http://www.lbhf.gov.uk)**

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