



**Working together to help  
you live independently**

## What is HomeAdapt?

We are dedicated to helping our tenants live independently in their home. If you have a disability or are finding it difficult to get into and around your home, we may be able to help.

If you are a Monmouthshire Housing Association tenant, and you or a household member have a disability or mobility issue, affecting your ability to manage in your home, our HomeAdapt service can offer you advice and assistance.

We can discuss and help you consider either moving to a more suitable property or adapting your current home to make your everyday tasks easier.

HomeAdapt includes an assessment by a suitably qualified person, who can talk through your specific needs with you.

This leaflet explains the options you have, the different type of adaptations we can provide and the standard of service you can expect to receive.

### Contact us

**If you would like to find out more, please contact us on:**

**T:** 0345 677 2277

**W:** [www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk)

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If you are struggling to manage in your home then moving to a property that better suits your needs, including our sheltered housing & bungalows, could be the perfect solution. Alternatively it may be feasible to fit adaptations and specialist equipment so that you can live safely and independently in your current home.

## What are adaptations?

When your home no longer meets your mobility, disability and access needs it can be difficult to manage. Adaptations are changes to your home that enable you to carry out day to day tasks, whilst continuing to live safely and independently in your home.

They include stair lifts, wetrooms, ramps and grab rails.

Adaptations can make a big improvement to your quality of life and help meet your long term needs at home.

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**Please Note:**  
Adaptations are not available for communal hallways and gardens.

### Option 1: Moving to a more suitable home.

If you don't want adaptations to your home, you might want to consider moving to a property that already has the features you need.

The demand for our homes, continues to be extremely high, if your home no longer meets your needs and you have spare bedrooms or we have a more suitable alternative property, we will talk to you about how you feel about potentially moving. We are here to support you through your decision and any subsequent move, if this is what YOU decide.

You may be eligible for additional priority on the 'HomeSearch waiting list' to help speed up your move. Further information on how to move can be found on page 5.

## Sheltered Housing

Our sheltered accommodation are specially designed to meet the needs of our older tenants and are available in many locations across Monmouthshire. Sheltered housing is extremely popular as it offers independence and security, within a vibrant, friendly environment, with everything on hand.

### **As a tenant of sheltered housing you could expect the following:**

- Your own self contained apartment or bungalow
- Communal lounge
- Laundry room
- Easy access to local shops and GP
- Communal garden
- Wheelchair accessibility
- Mobility scooter storage
- Lifts
- 24 hour response service
- Regular social activities

We know many tenants have pets, with this in mind many of our complexes are pet friendly, and permission can be sought to keep a pet.

Sheltered housing is available to those aged 60 and over



Look out for this icon on our Homesearch adverts.



## Monmouthshire Homesearch

If you decide to move home you will need to register with Monmouthshire Homesearch, but not to worry, we are here to support you every step of the way, should you wish.

The Homesearch team offer an array of support to assist with your housing application, from completing your housing application form to helping you bid for properties, this is particularly useful for those tenants who might not have internet access or have a disability and cannot view our website.

We will check every week to see if there are suitable properties available for you, and will only contact you to discuss placing a bid on a new home if a suitable property has been advertised.



## Option 2: Having adaptations in your current home.

If you decide that you do not want to move home we will consider making changes to your current home. Sometimes just a small adaptation can make a big difference.

# Assessing your adaptation needs

## Minor adaptations

### Minor Adaptations that do not require an Occupational Therapist (OT) referral

There are two types of minor types of adaptations we can carry out ourselves without the need for an Occupational Therapist assessment:

- Grab rails
- Easy use taps

Your Housing Officer can refer you for these adaptations.

Other minor adaptations are available via a referral from an OT e.g. stair rails, ramping, shower seats etc.

## Medium & major adaptations

If you require medium or major adaptations, an OT will need to assess you in your home. Based on the assessment and what you tell them, the OT will recommend equipment and adaptations to make your life easier and help maintain your independence in your home.

The OT will forward MHA their recommendations and how soon the work should be undertaken. Once received we will arrange to visit you to discuss the OT assessment and talk to you about your options.

## Examples of Medium Adaptations are:

- Walk in shower or wetroom or level access shower
- Small or Large access ramps
- Stair Lift
- Scooter charging/anchor points
- Multiple small & medium adaptations

## Examples of Major Adaptations are:

- Extension to provide downstairs bedroom &/or bathroom
- Through floor lift
- Significant internal structural modifications -e.g. relocate bathroom or kitchen:
  - widen doorways
  - hoist installation

To request an OT assessment, please contact Monmouthshire County Council on **01633 644 644** and ask for an Occupational Therapist referral. They will prioritise your assessment depending on your personal circumstances.

## MHA decision on your OT Assessment

Sometimes the OT is able to provide you with all of the aids that you need to be able to manage at home (e.g. a raised toilet seat or portable ramp), however if they assess that you need adaptations to your home they will contact MHA with their recommendations.

When the OT lets us know what work is required, Monmouthshire Housing Association will review the recommendations and visit your home to talk to you.

We will discuss your options with, and possibly arrange for, an MHA surveyor to visit and complete a feasibility assessment of the adaptations that the OT has recommended.

MHA's decision will ultimately be determined by the outcome of the feasibility assessment.

## Where it is not feasible to install an adaptation

In some cases, the feasibility assessment may mean that we are unable to undertake the work that has been requested by the OT. This may be due to the property size, location and construction not being suitable for the adaptations.

### **If this happens we will talk to you again about moving and discuss:**

- Support to move home
- Potential mutual exchange options
- Help with applying for Homesearch

Once MHA has made a decision about the request for adaptations, we will write to you and your OT with our decision.

## Approved Adaptations

MHA has service standards in place to help us deliver our HomeAdapt service.

If the OT's adaptations are approved by MHA, we will let you know when we will start the work, as soon as we are able to do so.

Please be aware that there is a waiting list for completing approved adaptations which you will join.

	Category	Definition	Example
HomeAdapt Referral Type	Emergency	Immediate risk of harm	Palliative care, notice of eviction from hospital/ rehab, in emergency placement with notice served.
	Urgent	High/ sustained risk of harm	Delayed discharge from hospital/rehab, fire risk & unable to exit/emergency plan, emergency temporary placement required, unable to easily leave home for necessary medical appointments e.g. Dialysis
	Routine	Medium/ occasional risk of harm	Wellbeing, access & recreation enhancements for day-to-day activity, fire risk but able to exit/ emergency plan, bathing needs (but can strip wash), stair-lift request (but able to temp. sleep downstairs), vehicle hardstanding request

## If work approved, estimated date from referral receipt\*:

	Category	Definition	Example	Work start	Work end
HomeAdapt Works Type	Large	Requiring structural change/ planning consent	Extension, through floor lift, widening of doorways, relocation of rooms.	Within 3-6 months	Within 12 months
	Medium	Not requiring structural change/ planning consent	Wet-room (level access shower), stair-lift, large access ramps or multiple small & medium adaptations.	Within 3-6 months	Within 10 months
	Small	Handyperson type service	Hand rails, accessible taps, small ramps, stair rail.	Within 3-6 months	Within 7 months
	Scooter hardstand	For parking & charging of a mobility scooter within the property curtilage. N.B: Mobility scooters are designed to be used & stored outside with a cover.		Within 6 months	Within 7 months
	Driveway/ Car Hardstand	For parking of tenant vehicle within property curtilage. N.B. Whereby regular/alternative street parking close to home is required & frequently only available more than ¼ mile/400m away from property.		Within 6 months	Within 10 months

N.B: It is not possible to use HomeAdapt to request changes to any communal areas and gardens. Please contact your MHA Neighbourhood officer to discuss changes to a communal area.

\*Subject to decision to commence work & budget availability.

# How is it paid for?

In most cases, if your adaptations are approved by MHA, we will pay for the full cost of the adaptations to your home.

# Your feedback

We value your opinion and ask that you complete a short satisfaction survey on completion of your adaptation. This satisfaction survey information is anonymised and passed to Welsh Government.

The information that we collate is also used to measure our performance within MHA, and helps us to continually improve the service that we deliver to our tenants.

## Complaints Process

Complaints are an inevitable part of any business. MHA welcome complaints as they are a valuable form of feedback and importantly can help inform improvements to our services.

If we get something wrong, we will apologise and try to put things right.

You can also use the MHA complaints process if you disagree with the MHA decision about your OT adaptation referral; for example if MHA decide that your adaptations are not feasible.

Alternatively if you feel it is a job well done, we would love to hear from you!

### **Formal complaints and compliments can be made by:**

- Ringing MHA's Mainline on **0345 677 2277**
- Visiting our website at **www.monmouthshirehousing.co.uk**

# Monmouthshire Housing Association

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**0345 677 2277**



**customerservices@monmouthshirehousing.co.uk**



**www.monmouthshirehousing.co.uk**



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the MHA website.