



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

monmouthshirehousing.co.uk

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.

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.

To help speed up your move. You may also be eligible for financial and practical support under our 'RightSize' scheme. 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.

AGE 60+ Look out for this icon on our Homesearch adverts.



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
- Landscaped communal gardens
- Wheelchair accessibility
- Mobility scooter storage
- Lifts
- 24 hour response service
- Regular social activities
- Weekly visits from a Community Living Officer

MHA Sheltered housing is available to those aged 60 and over

Bungalows

MHA has 1 & 2 bedroom bungalows available throughout Monmouthshire, which may better suit your needs than your current house or apartment. If you are aged over 60, or are in receipt of certain disability benefits, you will receive priority to move to a bungalow that meets your access and disability needs.

AGE 60+ Look out for this icon on our Homesearch adverts.





Monmouthshire Homesearch

Monmouthshire Homesearch is where you will find all the available social homes in the county advertised. If you decide to move to a more appropriate home you will need to register with Monmouthshire Homesearch.

The Homesearch team offer lots of support to assist you with your housing application and to 'bid' on the properties that you wish to express an interest for. If you are able to do so you can register and bid yourself by visiting the Homesearch website. If you need some help with registering please phone Homesearch on 0345 900 2956 to book your assisted registration appointment.



If an Occupational Therapist says that you need medium or large adaptations in your current home, and you have at least one spare bedroom in your property, you may be eligible for our 'RightSize' scheme.

Rightsize can help you to downsize to a smaller home that meets your mobility needs and pay for some of your expenses to move. RightSize can pay for things like removals to your new home, disconnection and reconnection of cookers & washing machines, and disposal of goods that you do not want to take with you. We can also refer you for a Tenancy coach service to help you to manage all of the practical requirements of moving home.



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 send MHA a HomeAdapt referral for you. Once we receive the referral we will usually contact you to discuss the OT assessment, and talk to you about all of your options to stay in your current home or move to a new home.

Examples of Medium Adaptations are:

- Walk in shower or wetroom or level access shower
- Small or Large access ramps
- Stair Lift
- 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 to make a HomeAdapt referral.

When the OT lets us know what work is required, Monmouthshire Housing Association will review the recommendations.

If you decide that you do not wish to move to a more suitable home, we will arrange for a surveyor to visit and complete a feasibility assessment of the adaptations the OT has recommended.

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

Service Standards, Criteria & Guidance

Category	Type of work	Adaptation Works Example	Completion Target**
Emergency: Immediate risk of harm. e.g. Palliative care, notice of eviction from hospital/rehab, emergency placement with notice served	Medium	Adaptation not requiring structural change/ planning consent e.g Wet-room (level access shower), stair-lift, large access ramps or multiple small & medium adaptations.	90
	Small	Handyperson type service eg. Hand rails, accessible taps, small ramps, stair rail.	21
Urgent: High/ sustained risk of harm e.g. 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 such as Dialysis.	Large	Requiring structural change/ planning consent e.g. Extension, through floor lift, widening of doorways, relocation or conversion of rooms.	420
	Medium	Not requiring structural change/ planning consent e.g Wet-room (level access shower), stair-lift, large access ramps or multiple small & medium adaptations.	120
	Small	Handyperson type service eg. Hand rails, accessible taps, small ramps, stair rail.	21
Routine: Medium/ occasional risk of harm eg. 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).	Large	Requiring structural change/ planning consent e.g. Extension, through floor lift, widening of doorways, relocation of rooms	480
	Medium	Not requiring structural change/ planning consent e.g Wet-room (level access shower), stair-lift, large access ramps or multiple small & medium adaptations.	150
	Small	Handyperson type service eg. Hand rails, accessible taps, small ramps, stair rail.	28
Scooter works		Mobility scooter hardstand in own back garden, with anchor point & charge point as/if required	150

Please note the following HomeAdapt criteria & guidance notes:

- MHA does not provide walk-in baths under the HomeAdapt programme.
 - MHA does not convert wetrooms into bathrooms, unless there is a significant change of clinical need since point of letting.
 - MHA does not provide driveways under our HomeAdapt service, exceptions may be considered for households with a child under 18 years of age that have a wheelchair accessible vehicle.
 - MHA will not consider a request to convert ground floor outhouses/single skin brick storage into ground floor wetrooms/ bathrooms unless there is a) already ground floor parlour/bedroom & b) no under-occupation (spare bedroom).
 - MHA does not provide scooter storage; only hardstanding, anchor point & charge point, subject to H&S assessment.
 - HomeAdapt works are not available in any communal areas, including shared gardens.
 - MHA does not provide key-safes & medi-safes, such referrals should be sent to Care & Repair service at Melin Homes.
 - Large (structural) works are subject to Director approval via passing a feasibility assessment & budget availability.
- * Target is the number of working days that MHA will aim to complete adaptation, subject to waiting list & budget availability.
- ** Target days match Welsh Government recommendations for adaptations services in social housing.

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.

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

 **0345 677 2277**

 **customerservices@monmouthshirehousing.co.uk**

 **www.monmouthshirehousing.co.uk**

 **Monmouthshire Housing Association**
Nant-Y-Pia House, Mamhilad Technology Park
Mamhilad, Monmouthshire, NP4 0JJ

 **facebook.com/Monmouthshire.Housing**

 **x.com/mon_housing**



Scan the QR code to access
the MHA website.