

Let's talk about...

Adaptations To Your Home

Everybody's housing needs are different and we are committed to working in partnership to make sure that different needs are met





Independent living

Everybody's housing needs are different and we are committed to working in partnership to make sure that different needs are met. We may do this by providing adaptations that make your home more suitable for you.

What are adaptations?

Adaptations are permanent changes that can be made to your home. Minor works may include grab-rails, handrail to stairs, lever taps in the



bathroom and kitchen, or steps to front and rear doors.

Major adaptations can include stair lifts, level access showers, over-bath showers, access ramps, alterations to the kitchen and bathrooms and the widening of doorways for essential access.

Can we help - how does the process work?

Minor adaptations

Sometimes the small things make a big difference to your quality of life. If you or your family feel that a minor adaptation, such as a grab-rail or handrail to stairs, will help you to remain independent in your home, then contact us directly and request the adaptation.

Major adaptations (Please contact Community Services for specialist advice)

Sometimes you need more than minor alterations to enable you to remain in your own home. In these cases, if there is a suitable, fully adapted property available we will offer it to you. However, if you decide to stay in your own home significant adaptations, such as stair-lifts and over-bath showers, are considered major works and your first contact should be with



Cheshire County Council who will carry out an initial contact assessment over the telephone.

If appropriate the referral will be passed to the Specialist Occupational Therapy Team who will arrange a visit to your home to assess whether an adaptation would help. From this assessment the Occupational Therapist will, if appropriate, recommend the necessary adaptations to your property. This will be prioritised according to urgency and forwarded to us. There is a waiting list for major adaptations and these



are carried out by priority (one being the most urgent) and then date of the referral.

Service standards for major aids and adaptations

Once we have received the major referral, we will respond within 10 working days with



an approximate date of when the approved adaptation will be carried out.

Timescales

We aim to have the adaptations to your home completed in the following target timescales, once an assessment of your needs has been carried out.

Category 1

Category 1 major - complete within 3 calendar months

Category 1 minor - complete within 5 working days

Category 2

Category 2 major:

Stair - lifts - 5 months

Ramps - 6 months

Level access showers - 6 months

Central heating - 12 months

Miscellaneous works (kitchens/bathroom modifications) - 12 months

Category 2 minor - complete within 1 calendar month

Category 2 mini minor - complete within 5 working days in accordance with NHS guideline DS54



We will:

- Work closely with other agencies to endeavour to help you keep your independent living status
- Keep you informed throughout the process
- Ensure that the adaptation is carried out safely and to a high standard
- Ask you to give us your comments on the service

you have received and use these to improve

For your safety

Always insist on asking to see the identification of people who ask to come into your home. All colleagues from Community Services and Chester & District Housing Trust carry identification badges. If you are ever in





doubt you should contact the telephone numbers shown on this leaflet.

Useful Information

Chester & District Housing Trust

Customer Services on Freephone **0808 100 7701** (8am to 6pm Monday to Thursday and 8am to 5pm on Friday)

During office hours please use the above numbers, after office hours telephone ChesterCare on **01244 390746**

Access Team

Cheshire County Council Social Services Access Team can be contacted on **01244 603400**

Address: Goldsmith House, Hamilton Place, Chester CH1 1SE

CHAD - Cheshire Alliance of Disabled People

Tel **01625 828010**

Cheshire Disabilities Federation

Tel **01606 350611**

Age Concern

Tel **01244 401500**



If you want to know more,
please contact us:

Online: 

Web: www.cdht.org
Email: info@cdht.org

By phone: 

Freephone: 0808 100 7701
Monday to Thursday
8.00am - 6.00pm
Friday 8.00am - 5.00pm
Fax: 01244 305690
Minicom: 01244 305500
Text: 07800 000 177



By visiting us at:

Registered Office
Centurion House
77 Northgate Street
Chester, CH1 2HQ
Monday to Friday
9.00am - 4.45pm

**Neighbourhood Office,
Lache**
89a Cliveden Road
Lache, CH4 8DT
Mon, Tues, Thurs & Fri
9.00am - 12.00pm

**Neighbourhood Office,
Blacon**
17-18 The Parade,
Blacon, CH1 5HW
Monday to Friday
1.30pm - 4.30pm

Resident Involvement

We know it makes sense to involve our residents to help improve housing services. Here at the Trust we take every opportunity to give residents **a say!** Interested?

Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on Freephone 0808 100 7701.

Also Available in:

الترجمة متاحة 可获得翻译版本。 dysponujemy tłumaczeniem dokumentu 備有譯本

অনুবাদ পাওয়া যাবে अनुवाद उपलब्ध है ترجمہ مہیا کیا جا سکتا ہے Cyfieithiad ar gael