

6 Living independently





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We want all our residents to be able to live safely and securely in their own home. If you need extra support at any time during your tenancy, a number of options are available.

- **Special equipment and adaptations**
- **Moving to other accommodation**
- **Sheltered housing**

Special equipment and adaptations

You, or a member of your household, may be finding it difficult to manage everyday things in your home (for example, using the steps outside your home or using your bath). Equipment such as walking frames may be available on loan from the local social services department.

We may be able to help you live a full and independent life by carrying out some adaptations. This may include providing a level-access shower (a shower where there is no step to access the shower cubicle) in your home or providing extra stair rails inside or outside your home.

To get this help from us, you will need to get a letter from a professional, such as a doctor or an occupational therapist.

The types of aids and adaptations we will consider

- Showers over a bath
- Level-access showers
- Ramps to entrances and back doors
- Grab rails and hand rails both inside and outside the home
- Stairlifts
- Widening doorways for wheelchair access
- Changing light switches to pull cords
- Low-level kitchen cupboards with doors that are easy to open and close
- Changing taps to lever taps on baths and sinks
- Increasing the height of toilet bowls
- Colour-coding and marking sockets and light switches

How can I apply for aids and adaptations to my home?

If you believe that your home needs an adaptation, you should tell your housing officer so they can visit you.

You should also contact your local social services department to explain your need for an adaptation. They will arrange for an occupational therapist to visit you, who will assess your needs and be able to offer advice on the most suitable adaptation for you.

Social services will write to us to confirm what we will need to carry out to adapt your home.

Once we have received this written confirmation, our Operations Manager and Technical Services Manager will visit to make sure that your property can be adapted and meets set conditions.

- The adaptation must be suitable for the structure of the property.
- The adaptation must not affect our ability to let the property in the future.
- The adaptation must be practical (for example, we may not fit a level-access shower to a third-floor flat).

Timescales

For minor adaptations (for example, installing a grab rail), we will:

- inspect your home within 14 days; and write to you to tell you whether we have approved the adaptation and, if so, install the adaptation within 20 days.

For more complicated adaptations (for example, fitting a wet-floor shower), we will:

- help you to contact an occupational therapist so you can arrange a suitable time for them to visit to assess your needs;
- phone you to confirm that we have received the assessment report from the occupational therapist;
- inspect your property within 14 days of receiving the assessment report from the occupational therapist; and
- write to you within 10 working days to confirm our decision on adapting your property and start to gather quotes for the work to be carried out.

If our approved contractors carry out a major adaptation such as installing a ramp to the main entrance to your home, we will aim to finish this within six months. If the local authority carries out the adaptation, this will take longer.

How much will an adaptation cost?

This depends on the type of adaptation.

There are several types of funding for adaptations to properties.

- We can pay for all or part of the adaptation.
- You can pay for the adaptation.
- You or we can apply for a Disabled Facilities Grant from the local authority.
- You can apply for funding from social services.

The Disabled Facilities Grants provide funding for housing adaptations for many disabled people. The Government normally pays 60% of the cost to a certain limit, although this limit varies for each local authority.

What happens if you are not able to approve an adaptation?

We may have no other option but to turn down your request for an adaptation. If this is the case, we would offer you a transfer to a more suitable property.

Moving to other accommodation

If you would like to move to more suitable accommodation, your housing officer can talk this option through with you. Please feel free to call us. We can help you to fill in a transfer form. We may be able to offer accommodation near family, a flat with level access, a home that may be adapted and more suitable to your needs, or sheltered housing.

Sheltered housing

'Sheltered housing' is a term used to describe a group of self-contained flats for elderly people and, very occasionally, people who are below pensionable age but have a physical disability.

We provide self-contained housing for elderly tenants, where they can keep their independence but have the added security of a member of staff or emergency alarm system (or both) to support them if there are any problems.

The main difference between sheltered housing and other types of housing is that sheltered accommodation has a scheme manager or central control station answering emergency calls at all times of the day. Each flat is connected by a 'talk back' system, which allows residents to talk to and listen to the scheme manager or the member of staff at the central control station.

Sheltered-housing schemes usually have some of the following facilities.

- A residents' lounge
- Social activities
- A shared kitchen for preparing food and drink
- A guest room
- A laundry

We currently manage two sheltered-housing schemes – one is in Leeds and the other is in Whitby.

What does the scheme manager do?

What our scheme manager does depends on the needs of the residents. The duties the scheme manager carries out usually include helping newcomers to settle in and explaining how things work. They make regular contact with each resident, deal with any emergencies and encourage social activities.

They will assess your needs and work with you, your family, government departments and voluntary and private agencies to make sure your needs are met.

How much does all this cost?

You pay the monthly rent, which will include a monthly service charge. The service charge covers the costs of the scheme manager, the door-entry system and cleaning services, as well as an emergency alarm service.

How you can pay your rent

You may be entitled to Housing Benefit from your local council. You may also be eligible for help with support charges from the Supporting People fund. You can get more information from your local benefits office about how you can claim this.

If you would like this document in another language or format, or if you need the services of an interpreter, please contact us.

আপনি যদি এই দলিলটি অন্য আরেকটি ভাষায় বা আকারে পেতে চান অথবা একজন ইন্টারপ্রিটারের (দোভাষী) সাহায্য পেতে চান তাহলে দয়া করে 0113 278 3335 এই নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।
Bengali

اگر شما مایل هستید که این مدرک را به زبان یا شکل دیگری داشته باشید، یا نیاز به کمک یک مترجم دارید، لطفاً با ما با شماره ۰۱۱۳ ۲۷۸ ۳۳۳۵ تماس بگیرید.

Farsi

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਹੋਰ ਜ਼ਬਾਨ ਜਾਂ ਫਾਰਮੈਟ (ਰੂਪ) ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਇੰਟਰਪਰੀਟਰ (ਦੁਭਾਸ਼ੀਏ) ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ 0113 278 3335 ਤੇ ਸੰਪਰਕ ਕਰੋ।
Punjabi

اگر آپ یہ دستاویز کسی دوسری زبان یا شکل میں چاہتے ہیں، یا آپ کو ایک ترجمان کی خدمات درکار ہیں، تو براہ مہربانی ہم سے اس نمبر: 0113 278 3335 پر ضرور رابطہ کریں۔
Urdu

如果您需要这份文件的其他语言版本或版式，如果您需要一名口译翻译，请一定和我们联系。联系电话：0113 278 3335。
Mandarin



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