



EASTHALL PARK

Medical Adaptations Policy

September 2017

Next Review September 2020

1.0 Introduction

Easthall Parks aims to assist its tenants maintain independence and remain in their home if their health deteriorates. We would look to achieve this goal by adapting existing properties where possible. However, we recognise that there may be limitations in relation to funding, tenant's long-term requirements and the best use of stock. These will be considered along with our wider responsibilities as a landlord.

This policy relates to Stage 3 adaptations, defined by the Scottish Government as "works to adapt a property to suit the changing needs of the existing tenant, or of a new tenant, where these could not reasonably have been identified when the house was originally provided."

This policy aims to set out the basis on which we will carry out medically required adaptations.

2.0 Aims & Objectives

Easthall Park is committed to making a difference to our community and will

- Support our tenants by enabling them to continue to live in existing or other suitable properties whilst maintaining their independence, dignity and privacy.
- Maintain best use of our stock by encouraging internal transfers to already adapted properties where possible and practical.
- Ensure the property type can be effectively adapted.
- Ensure the OT-recommended adaptation or proposed transfer is appropriate and wanted by the tenant.
- Carry out Stage 3 Adaptations efficiently and economically.

3.0 Governance and Good Practice

Easthall Park aims to comply with all statutory and legal requirements, good practice and performance standards. The Scottish Social Housing Charter sets the standards and outcomes social landlords aim to achieve in their perform activities, e.g.

Outcome 1: Equalities – every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

Outcome 11: Tenancy Sustainment – tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is

available, including services provided directly by the landlord and by other organisations.

Indicator 22: Percentage of applications for medical adaptations completed during the reporting year.

Indicator 23: The average time to complete applications.

4.0 Funding and Referrals

Stage 3 Adaptations grant funding is provided by the Scottish Government's Housing Options and Support Division and administered by Glasgow City Council. The Co-operative receives notification every April of its Stage 3 Adaptations Funding. These budgets can vary from year to year.

Stage 3 Adaptation works potentially eligible for funding should essentially be of a permanent nature, e.g. level-access showers.

Temporary or specialist adaptations are removable or can be re-used when no longer required, e.g. stair-lifts. Funding for and relevant costs for these will generally be provided by Social Work, not by the Co-operative.

Glasgow City Council Social Work Services is responsible for identifying and assessing the need for all adaptations and we will only carry these out on receipt of a council Occupational Therapist's referral for such works. The Co-operative recommends GP referral to this service. We will maintain an adaptation list based on OT referrals' priority level and keep records of all requests and works carried out.

Should an individual medical adaptation be extensive in nature works and or costs (e.g. extension to a property) which would have a significant impact on our delivery to the majority of applications the Co-operative will seek approval from the Management Committee as to whether we are in opposition to undertake such work.

5.0 Types of Adaptation and Suitability of the Property

There are a number of adaptations which are commonly requested, including:

- Access ramps
- Additional handrails (internal or external)
- Adjustments to doors
- Level access or wet-floor shower
- Non-slip flooring
- Grab-rails by bath/wc
- Lever taps
- Raising sockets

While the Co-operative has sympathy with every request for an adaptation, each will be considered on its own merit. Our core business is the long-term use of stock and we must decide whether an adaptation is suitable for the property and if it would affect re-letting in future. We realise that certain adapted properties become difficult to relet and are not always aspirational to mainstream waiting list applicants, therefore we generally

- Will only fit a wet-floor or level access shower if the property is a ground floor flat; or in a house where it can be fitted downstairs and there is living accommodation downstairs or if the 1st floor of the property can be accessed by a stair-lift.
- Will not fit a wet-floor shower if a level-access shower is sufficient.

Note, all stair lifts are requested & maintained through social work and not Easthall Park

We will encourage and facilitate transferring or exchanging to already-adapted properties or properties that are more suitable for adaptations, at the same time as taking into consideration the tenant's long-term needs and property size requirements.

6.0 Quality Control and Customer Satisfaction

The Maintenance section will carry out post completion inspections to monitor standards of work on all properties. We will also carry out customer-satisfaction surveys with the tenants.

7.0 Right of Appeal

The tenant can request a review of any adaptation decision and has the right to appeal thereafter through the Co-operative's complaints process.

8.0 Related Policies

Allocations Policy
Complaints Policy
Equal Opportunities Policy
Maintenance Policy
Procurement Policy
Voids Policy

9.0 Review of Policy

This policy will be reviewed on a 3 yearly cycle or earlier if required.