



NORTH STAR

**Aids and Adaptations
Guide 2017**

1.0 North Star Adaptation Service

The aim of North Star's Adaptations Service is to meet the needs of older and disabled people living in our properties by providing adaptations to their homes or, when adaptation is not a viable solution, to find suitable alternative accommodation in order to promote and maintain our tenants long term independence. To achieve this we will:

- Work closely with service users, carers and other agencies to help people to explore their options and make informed choices about achieving greater independence.
- Provide appropriate adaptations at the right quality and cost.
- Involve customers in all aspects of assessment, design and delivery.
- Comprehensively assess needs and look at methods of maximising independence.
- Where appropriate, offer suitable alternative housing to meet the identified needs of the customer.
- Provide a co-ordinated service from start to finish .
- Deliver a responsive and customer focussed service that is value for money and has customer satisfaction at its core.

2.0 Funding & Finance

North Star does not have any statutory obligation to fund adaptations works. All adaptations detailed within the document are subject to funding levels at the time of applications.

As such, we may refer tenants directly to their relevant Local Authority who will advise them on the availability of Disabled Facility Grant funding for their requested adaptation.

3.0 Qualifying Adaptations

North Star will only provide adaptations to properties where the long term needs of tenant can be met. The following details the nature of the different adaptations and gives a guide to when adaptations will be provided and when further work is required to ensure the adaptation is the most appropriate course of action for the service user and the organisation.

4.0 Minor Adaptations and Equipment

- Bath seats
- Grab rails
- Banister rails
- Lever Taps
- Flashing doorbells /smoke detectors (OT Referral Required)
- Vibrating pillows / bed mats (OT Referral Required)
- Hearing loops (OT Referral Required)

5.0 Major adaptations

Major adaptations will only be provided when the request is accompanied by a Referral from an Occupational Therapist or other health professional. It must be noted that in some cases the design and layout of the property will make adaptation unsuitable for the tenant's future needs. An example may be where a level access shower is requested but the bathroom is upstairs.

Below is a list of the most frequently requested major adaptations and a guide to when we will provide adaptations. In all other circumstances rehousing to more appropriate accommodation to meet the tenants should be considered.

This is not an exhaustive list of adaptations and any other major adaptation will be considered based on the properties suitability, the family make up of the household and the need for further adaptation in the future.

Level Access Shower or Wet rooms

Considered when :-

- Ground Floor accommodation with level access or easily ramped access i.e 300mm or less.
- Houses where a family environment exists and no other accommodation will be adequate to meet the long term needs of the tenants.

Ramps

Considered when :-

- All ramps to a maximum length of 5 linear meters to 1 access point in the property for wheelchair access.
NOTE: Ramps will not be provided to allow access by mobility scooter.

Stairlifts

Considered when :-

- Houses where a family environment exists and no other accommodation will be adequate to meet the long term needs of the tenants.

Over Bath Shower

Always considered when Occupational Therapist referral is provided.

Door entry system, automatic door and/or door widening

Always considered when Occupational Therapist referral is provided.

Extension to dwelling

All extension requests will be considered, if the design of the property allows, but tenants will be required to apply for disabled facility grant funding through the Local Authority in order to fund these works.

Local Authority Social Services Contacts list

Durham County Council

Contact: - Durham County Council - First Contact/Social Care Direct

Tel: - 03000 267 979

Email: - SocialCareDirect@durham.gov.uk

Middlesbrough Council

Tel: - 01642 726004

Email socialservices@middlesbrough.gov.uk.

Stockton Borough Council

Contact: Children, Education and Social Care's 'First Contact Unit'

Tel: - 01642 527764.

Email: privatesectorhousing@stockton.gov.uk

Hartlepool Borough Council

Contact Level 2

Civic Centre

Victoria Road

Hartlepool

TS24 8AY

Telephone: 01429 523336

Email: HousingServices@hartlepool.gov.uk

Redcar & Cleveland Borough Council

Contact: Adult Social Care

Telephone: 01642 771500

Type talk: 18001 01642 771500

Email: contactus@redcar-cleveland.gov.uk

Darlington Borough Council

Contact Adult Social Care

Central House

Gladstone Street

Darlington

DL3 6JX

Telephone: 01325 406111

Online: - <http://www.darlington.gov.uk/health-and-social-care/adult-social-care/contact-us/>

Hambleton District Council

Contact: Swale Home Improvement Agency

Suite 2 Evolution Business Centre,

6 County Business Park,

Darlington Road,

Northallerton,

DL6 2NQ

Tel: 0345 3664406

Sunderland City Council

Health and wellbeing

Tel: 0191 520 5552

Email: HealthandWellbeing@sunderland.gov.uk

South Tyneside Council

Adult Duty Team

Tel: **0845 130 4959**

Email: adultsocialcare@southtyneside.gov.uk