**North Star Aids & Adaptation Services**



We recognise that sometimes people’s ability to manage in their home changes over time due to age, health or accident but that often that can be addressed. Perhaps we can do some alterations to your home or help you find out about specialist equipment available through healthcare providers.

If you feel that this is the case, in the first instance, you might want to speak to your Housing Officer, as sometimes moving to an alternative property in your own area might be your preference or best solution, however you can also contact us by calling **03000 11 00 11** or via email: [customer.services@northstarhg.co.uk](mailto:customer.services@northstarhg.co.uk)

**What is an Aid or Adaptation?**

North Star can assist you with your daily living in your home through our Aids & Adaptation Service.This might include an item of equipment, or an alteration made to your home, to assist you or a member living in your home to live independently. The changes are designed to make it safer and easier for you to carry out your daily duties.

There are two categories of alterations we can help you with:

* An aid or minor adaptation (request made by you or family/friend).
* Major Adaptation (usually through a referral to North Star made by an Occupation Therapist).

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| **Aid or minor adaptation examples:** | **Major adaptation examples:** |
| Grab rails internal or external | Garden path handrails for support |
| Steps | Level access showers |
| Lever taps | Stairlifts |
| Small removable ramps | Larger ramps |
| Sensory Items (flashing & amplified doorbell etc.) | Hoists |

**How North Star can assist with Aids & Adaptations?**

Minor adaptation requests can be made by calling **03000 11 00 11** or via email: [adaptations@northstarhg.co.uk](mailto:adaptations@northstarhg.co.uk)

These are free of charge to you and are often simple to arrange.

Major adaptation referrals are usually carried out by your local authority (council) and as such we can help you contact them, as an Occupational Therapist will need to carry out an assessment of your needs so that they can recommend the correct works. (Again please contact us via the details above or through your Housing Officer).

North Star as your landlord will be involved aswell but the works will normally be carried out by the local authority via a Disabled Facilities Grant (DFG) process. This process requires an Occupational Therapist to be involved.

A financial assessment maybe required by the local authority to see if any contribution is required by yourself, but often it isn’t.

Your ability to continue to enjoy your home is important to us and so we don’t want you to struggle. Please talk to us if you think you might benefit from our Aids and Adaptations Service so that we can work out solutions together