



**Living**

**independently**



**Catalyst  
Housing**

**A guide to aids  
and adaptations**

# A guide to aids and adaptations

If you or someone you live with has a disability, special needs or mobility problems, a few simple changes to your home can help you stay in your home and keep your independence.

## What are aids and adaptations?

Aids and adaptations are alterations or changes to help you get around your home more easily. They can range from simple things like grab rails to help you get out of the bath to major improvements such as stair lifts and ramps.

## How do I get help?

Contact your local authority or GP. They will arrange for an occupational therapist to come and see you. When the occupational therapist contacts you, ask how long it will take before they will come and visit you. If they can't come straight away and the problem is serious, speak to your GP or local authority again.

Occupational therapists are trained health and social care professionals. They help people who have problems with everyday tasks such as preparing a meal, having a bath, getting up or down stairs or getting into bed.



When the occupational therapist comes to see you they will look around your home and talk to you about what you find difficult. Tell them about everything that you struggle with and what you think you need help with.

They may then suggest certain adaptations or changes to your home. They may also help you learn new or different ways of doing things.

### **Who decides what I can have?**

After the occupational therapist visits you they will make recommendations about what work needs to be done to your home.

*Only work they recommend will get done.*



### **Who does the work?**

**Minor changes** – we will do the work if it involves minor changes like installing grab rails or ramps.

We will treat this as an ordinary maintenance job. See our repairs handbook or visit our website for more details.

### **Who pays for it?**

If the work is simple, we'll pay for it. If the work is expensive, you or your local authority will have to pay for it.

Your occupational therapist can help you apply for a grant from your local authority. The amount of money you will get depends on your needs, how much you earn and the area you live in.



## Who does the work?

**Major changes** – if your local authority has given you a grant, their contractors will do the work. But they will need to get our permission first. Please ask the local authority for details about when the work will be done.

If you are going to pay for the work, you will need to arrange for someone to do this. You must also get our permission first.

If work is carried out without our permission, or if it is not to our standards, we may ask you to get it done again.

## Maintaining aids and adaptations

We will normally maintain any aids or adaptations that have been fitted in your home. You may have to pay an extra service charge towards this for things such as maintaining a stair lift.

## What if I am unhappy?

- **with the assessment:** please contact your GP or local authority. They may arrange for another occupational therapist to see you and carry out a further assessment
- **with our work:** please contact us and we'll work with you to resolve the issue. If you are still not happy, we have a formal complaints procedure you can follow
- **with the amount of grant I've been given:** please contact your local authority as they decide the grant. You may be able to appeal



This leaflet gives information about our adaptations programme. If you need any of this information in large print, Braille, on audio-tape or explained in your own language, please contact us on the number below.

## Arabic

تمتلك هذه الوثيقة بالمعلومات اللازمة عن برنامج التعديلات. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعًا بأحرف كبيرة أو بطريقة برايل أو مسجلًا على أسطوانة مدمجة أو شريط صوتي أو مشروعًا باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

## Hindi

यह दस्तावेज़ अनुकूलन कार्यक्रम के बारे में जानकारी देता है। अगर आप इस जानकारी के किसी भी हिस्से को ब्रेल, सीडी, ऑडियो टेप में चाहते हैं या अपनी भाषा में समझना चाहते हैं, तो कृपया नीचे दिए गए नम्बर पर हमसे सम्पर्क करें।

## Portuguese

Este documento proporciona-lhe informações sobre programas de adaptações. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassette áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

## Somali

Dokumentigan wuxuu ku saabsan yahay barnaamij oo wax sidii hore laga beddelo si uu habka cusub ula qabsado. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

## Gujarati

આ દસ્તાવેજ અર્થસાધક કાર્યક્રમ વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

## Polish

Niniejszy dokument zawiera informacje o programach adaptacyjnych. Jeżeli potrzebujesz aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod podanym niżej numerem.

## Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਅਨੁਕੂਲਣ ਪ੍ਰੋਗਰਾਮ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿੰਦਾ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਨੂੰ ਬ੍ਰੇਲ, ਸੀਡੀ, ਆਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਮਝਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

## Urdu

یہ دستاویز ایڈپٹیشن پروگرام کے بارے میں معلومات فراہم کرتا ہے۔ ان معلومات کے کسی حصہ کی اگر آپ کو بریل، سی ڈی، آڈیو ٹیپ یا اپنی زبان میں وضاحت کی ضرورت ہو تو، براہ کرم ہم سے نیچے دیے گئے نمبر پر رابطہ کریں۔

**0300 456 2099**

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Better Service.  
Better Future.**



CHL004-10 Living Independently 05/12

Catalyst is one of the leading housing associations in London and the South East. We aim to be a catalyst for change and improvement wherever we work.



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Call: **0300 456 2099**  
(London customers)

Call: **0300 456 2090**  
(South East customers)

Visit: [www.chg.org.uk](http://www.chg.org.uk)

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Housing**

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