

# Social Services

## Adaptations to Support Independence



June 2023

## ADAPTATIONS TO SUPPORT INDEPENDENCE - INFORMATION LEAFLET

**Mae'r ddogfen hon ar gael yn Gymraeg / This document is available in Welsh**

<b>RELATES TO</b>	Occupational Therapy Service
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<b>DEPARTMENT</b>	Adult Social Services
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## ADAPTATIONS TO SUPPORT INDEPENDENCE

Adaptations to people's homes aim to support them to remain as independent as possible and to carry out their daily 'occupations', such as looking after themselves, getting around in their homes and out into the community to do the things that matter to them.

The Welsh Government's 'Enable' scheme is a way of people finding out more about the support they need irrespective of whether they live in their own home or rent privately or through the council or housing association.

They class the adaptations as small, such as grab rails and stair rails; medium, such as stair lifts and level access bathrooms and larger which may involve planning and building regulations to achieve.

Some small adaptations, such as grab rails, can be obtained directly by contact with your landlord through this scheme (information on the Welsh Government website at:

<http://gov.wales/docs/desh/publications/170407-enable-key-facts-en.pdf>

## ASSESSMENT

Occupational Therapists and Disability Officers employed by Flintshire Social Services are skilled in carrying out assessments and making recommendations about the type of changes that would support you, your family or carers to be involved in daily life.

In some cases, recommendations may be for simple grab rails that give people peace of mind and confidence and may be something that people are happy to fund themselves with the right advice and information.

In line with the Social Services and Wellbeing Act (Wales) 2014, as part of the assessment, other aspects will be discussed which could lead to achieving outcomes, including possible changes to lifestyle, use of different techniques and/or equipment or when works would be considerable, consideration of the benefits to moving to somewhere more suitable.

## GRANTS

For larger scale adaptations, there is a Disabled Facilities Grant (DFG) which is normally for those living in their own homes or renting in the private sector.

It is a means tested grant mainly for work over £1000 (Contact 01352 703434 for further information) and needs a recommendation from the Occupational Therapist.

A DFG is up to £36,000 dependent on the request being made and for any request over this amount, a discretionary loan could be applied for. In the case of children, they are not means tested for the DFG but would still need to meet the criteria following assessment. It cannot support works already undertaken by those with a disability.

Those living in housing associations are able to apply for grants, again needing an occupational therapy recommendation, through their housing association (Physical Adaptation Grant, PAG) which sometimes affects rent payments to cover maintenance costs. In council properties, there is a budget assigned to carrying out this work.

It is important to remember, however, whatever the occupational therapy recommendation, it is up to the landlord to agree to carry out adaptations and they will consider requests in line with the best use of their housing stock for all residents.

### Private works

For those wishing to carry out private works, please contact Care and Repair, a charity for the elderly and disabled (01352 758700) who have a range of approved contractors and their own team who can support.

Even in these circumstances, it is possible to contact social services for guidance and assessment to ensure costly mistakes are avoided.

## MAINTENANCE AND SERVICING

It is important to note that some equipment fitted through these grants require regular servicing and maintenance to keep them in good working order. If you live in your own property, it is likely that you will take responsibility for this once warranties run out, so please discuss prior to the work being carried out so that a plan can be put in place.

In council or housing association accommodation, you will need to be aware of the systems in place. Please contact your housing team if you have any queries.

## HELP AND ADVICE

If considering an adaptation, contact:

### Single Point of Access (SPOA)



03000 858 858

Social Services, Preswylfa,

Hendy Road, Mold, Flintshire, CH7 1PZ.

Email: [spoa@flintshire.gov.uk](mailto:spoa@flintshire.gov.uk)

**Disabled Facilities Grant**

<http://gov.wales/topics/housing-and-regeneration/grants-and-funding/disabled-facilities-grant/?lang=en>

**Physical Adaptation Grant**

<http://gov.wales/topics/housing-and-regeneration/grants-and-funding/physical-adaptations/?lang=en>

**Home improvement loans (not specific to disability)**

<http://gov.wales/topics/housing-and-regeneration/grants-and-funding/home-improvement-loans/?lang=en>

**Enable**

<http://gov.wales/docs/desh/publications/170407-enable-key-facts-en.pdf>

## USEFUL CONTACTS

A wide range of voluntary organisations provide independent advice and assistance. Contacting them will give you information on your rights.

<b>Flintshire Citizens advice Bureau</b>	
08444 772020	<a href="http://www.flintshirecab.org.uk">www.flintshirecab.org.uk</a>
<b>Flintshire Care and Repair</b> Flintshire Care and Repair offer advice on housing repairs, adaptations and benefits for disabled and elderly people.	
01352 758700	<a href="http://www.flintshirecr.co.uk">www.flintshirecr.co.uk</a>
<b>Age Connects North East Wales</b>	
08450 549969	<a href="http://www.acnew.org.uk">www.acnew.org.uk</a>
<b>Mencap Cymru Helpline</b>	
0808 808 1111	<a href="http://www.mencap.org.uk/wales">www.mencap.org.uk/wales</a>
<b>MIND</b>	
01352 757637	<a href="http://www.flintshiremind.org.uk">www.flintshiremind.org.uk</a>
<b>North East Wales Carers Information Service (NEWCIS)</b>	
01352 752525	<a href="http://www.carers.org/local/wales/flintshire">www.carers.org/local/wales/flintshire</a>
<b>Flintshire Disability Forum</b>	
01352 755546	
<b>Social Services</b> First Contact, Preswylfa, Henty Road, Mold, Flintshire, CH7 1PZ	
03000 858 858	<a href="mailto:SSDUTY@flintshire.gov.uk">SSDUTY@flintshire.gov.uk</a> <a href="http://www.flintshire.gov.uk/careinfo">www.flintshire.gov.uk/careinfo</a>

## COMPLAINTS, COMPLIMENTS AND REPRESENTATIONS

We are aware that despite our best efforts there may be occasions when you need to make a complaint. Any complaint about the services can be made to your Social Worker, their Team Manager or you can contact:

The Complaints Officer  
Social Services  
County Hall  
Mold  
Flintshire, CH7 6NN                      01352 702623

Email: [myview@flintshire.gov.uk](mailto:myview@flintshire.gov.uk)

A leaflet 'Your right to compliment and complain' which explains how your comments can be made and how they will be dealt with is available from the same address or online at: [www.flintshire.gov.uk/careinfo](http://www.flintshire.gov.uk/careinfo)

A wide range of information on the care and support system in Wales is available online at: [www.dewis.wales](http://www.dewis.wales)

Mae'r ddogfen hon ar gael yn Gymraeg. Cysylltwch a 03000 858 858 i gael fersiwn Gymraeg.

This document is available in Welsh. Please contact 03000 858 858 for a version.

**This leaflet is available in alternate formats including Braille and Large Print on request to 03000 858 858.**