



BERNIA

Aids and adaptations

Helping you live more comfortably in your home

We promise to support you or members of your household, who suffer from a health condition or have a disability and who need an aid or an adaptation to help live more comfortably in your home.

Here we tell you about:

- Our approach to aids and adaptations
- Who is eligible for aids and adaptations
- What types of aids and adaptations we can and cannot provide
- How to apply for aids and adaptations to your home
- Help we can give if we cannot provide the aid or adaptation that you need
- How you can help us improve our aids and adaptations service in the future.

This information will help you to get the help you need.



What you can expect

Our aim is to deliver a good quality aids and adaptations service that is quick and responsive in meeting the needs of you or members of your household.

To do this, we'll:

- Make a budget available each year
- Provide aids and adaptations of a minor nature, usually works up to the value of £500
- Incorporate major adaptations into programmed improvement works
- Have trained staff to help identify or position the aid or adaptation which is right for your needs.

When you apply for adaptations, we will:

- Provide you with a range of ways to request an aid or adaptation
- Aim to give you a decision in 7 days on whether the aid or adaptation can be done and aim to complete agreed works within 30 days of the decision
- Keep you informed of any changes such as delays in ordering specialist equipment or materials
- Arrange a convenient appointment for your aid or adaptation to be installed.



If we cannot provide the aid or adaptation you need, we will:

- Provide you with advice on your local Council's Disabled Facilities Grants (DFG) or other sources of help
- Help you apply for Disabled Facilities Grant (DFG) or make contact with an Occupational Therapist
- Not unreasonably withhold permission for any aid or adaptation that you or the Council may wish to install
- Inspect any work that has been done by yourself or the Council within 14 days of completion.



When working in your home, we will:

- Adopt a professional approach from first contact to the completion of your work
- Introduce ourselves, present photo identification and be clean and tidy in appearance
- Treat your home as thoughtfully as our own – providing dust sheets and offering assistance where required
- Respect your home by not using your facilities, smoking, using inappropriate language, playing loud music or other unacceptable behaviour
- Check finished work for cleanliness and explain how to use new installations.

You can help us by:

- Keeping appointments and providing access to your home
- Notifying us as soon as you know you cannot keep an appointment
- Being polite and courteous to our staff
- Completing a customer satisfaction survey after the works are complete
- Providing us with a smoke free work place. We may refuse to carry out work in an area of your home where a member of your family, yourself or a guest in your home is smoking.

We will respect your home at all times while installing aids and adaptations.

Relevant service information

Our approach to adaptations

We will seek **wherever possible**, to meet the needs of our tenants who suffer from a **health condition**, or have a **disability** which requires some form of an aid or adaptation in their home.

We cannot always provide the aids and adaptations that you need, but in these circumstances we will be as helpful and supportive as possible.

Who is eligible for aids and adaptations?

Requests for aids and adaptations will be considered from all our tenants and members of their households if they have:

- A disability
- General mobility needs
- Difficulty managing in their home

The number of aids and adaptations we can carry out will be subject to the budget we have available.

Types of adaptations that we can provide

We can provide aids and adaptations of a minor nature up to the value of £500.

Minor adaptations include:

- Grab rails
- Lever taps
- Handrails
- Smoke alarms for people with hearing or sight impairments.

We may ask for an Occupational Therapist's recommendation to carry out the works to be sure that the aid or adaptation you have requested is right for your particular needs.





Types of adaptations that we cannot provide

Unfortunately we cannot provide major aids and adaptations.

Major adaptations may be carried out by the Council and are usually eligible for a Disabled Facilities Grant (DFG).

Major adaptations include:

- Walk-in showers
- Stair lifts
- Large adaptations or extensions to properties.

Disabled Facilities Grant (DFG) are means tested, therefore, depending on your circumstances you may not be eligible to receive a grant.

If you are awarded a Disabled Facilities Grant (DFG) your local Council will need to request our permission to carry out this work. We will ensure that our permission will not be unreasonably withheld but it may be conditional on works being carried out to a certain standard.

Useful organisations

Age UK

Age UK supports and assists a network of local Age UK's and Age Concerns. Contact the national information line where trained operators will advise you on where to find the help or the information you need.

 0800 055 6112

 www.ageuk.org.uk

Citizens Advice

National network of free advice centres. For details of your local Citizens Advice

 03444 111 444

 www.citizensadvice.org.uk

Action on Hearing Loss (RNID)

National charity offering information and support for deaf and hard-of-hearing people.

 0808 808 9000

 www.actiononhearingloss.org.uk

 07800 000 360

 information@hearingloss.org.uk

Royal National Institute of Blind People (RNIB)

National organisation offering information and support for blindness and visual impairment.

 0303 123 9999

 www.rnib.org.uk

 helpline@rnib.org.uk

Sense

National organisation offering information and support to those with dual sensory impairment (deaf blindness).

 0300 330 9256

 www.sense.org.uk

 0300 330 9256

 info@sense.org.uk



Frequently asked

How do I apply for aids and adaptations?

If you need an aid or adaptation you should contact us in any of the ways described on the back of this leaflet.

We will accept applications directly from you, from your Occupational Therapist, from your Care Manager or any other healthcare professional on your behalf.

Once we have received your request we will aim to give you a decision within 7 days. If we agree to carry out the work, we will aim to complete it within 30 days of the decision.

There may be occasions when work may take a little longer, for instance, if specialist equipment has to be ordered. If this happens we will let you know.



How can you help me if you can't provide the aid or adaptation?

If you need a major aid or adaptation, we can help you to make contact with an Occupational Therapist and assist you in completing the Council's Disabled Facilities Grant (DFG) application form, if you need our support with this.

What if I am not satisfied with the way you have handled my request?

If you are in any way dissatisfied with how we have handled your request or enquiry about aids and adaptations, then you should pursue this through our Complaints Procedure.

Full details of this procedure are available in our guide 'Compliments and Complaints'

which is available on request from our Customer Contact Team, on our website and at our head office. Equally, if you have a compliment about our service, we would be pleased to hear from you.

How can I help you to improve your aids and adaptations service in the future?

After you have had an aid or adaptation completed, we may contact you to ask if you were satisfied with the service. Please take a few minutes to let us know your views.

If you have any comments or suggestions about how we can improve the aids and adaptations service, please tell us and we can consider this.



BERNICIA

How to contact us

Online: www.bernicia.com

Email: contact@bernicia.com

Phone: 0344 800 3800

Letter: Bernicia Group, Oakwood Way, Ashwood Business Park, Ashington NE63 0XF



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