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GUIDE TO ADAPTATIONS



Providing equipment and adaptations, enabling people to live independently in their own home.

Our adaptations service aims to help make everyday life easier for you and your family. We deliver this service to you by working closely with our Contractors, other agencies and Leeds City Council.

What are adaptations?

Put simply, adaptations are alterations to your home to help make life easier. Some examples are;

- Wet floor showers
- Stairlifts
- Ramp for access
- Hand rails
- Lever taps

Generally adaptations of this kind require work to be carried out in your home.

What do we mean by equipment?

These are generally smaller items such as;

- Raised toilet seats
- Bath seats
- Shower seats
- Perching stools

These items are generally quick and easy to install and can be removed if no longer required.

I think I would benefit from an adaptation or some equipment - what do I do?

Everybody's needs are different and we want to make sure the most appropriate adaptation or piece of equipment is provided.

Depending on the type of equipment or adaptation needed there are different procedures to follow so that your needs are assessed and, if appropriate, work is carried out.

EQUIPMENT OR ADAPTATION	HOW TO REQUEST IT	PLEASE NOTE...
For simple items such as: Lever taps Grab rails Stair rails Bath rails etc	Call 0800 915 6660 or email avhleeds.adaptations@avhleeds.org.uk	This minor work is easy to complete and will be carried out like a normal repair to your home on an appointment basis.
For equipment such as bath seats, bath boards, perching stools, kitchen trolley's, raised toilet seats, pick up sticks, sock/tights aids etc	Call 0845 125 4113 or our Adaptations Team on 0113 214 1998 or 0113 214 1953	Family members, or your sheltered housing warden can speak on your behalf.
Adaptations such as wet floor showers, stair lifts, through floor lifts, access ramps, adapted kitchens etc	Call 0845 125 4113 or our Adaptations Team on 0113 214 1998 or 0113 214 1953 to begin a more thorough assessment process.	These are more major adaptations and can involve work taking place in your home over a longer period of time.



What are the levels of service I can expect?

We will:

- offer you a convenient appointment to carry out minor works such as grab rails and lever taps;
- complete minor works in five working days;
- more major adaptations will take longer and can depend on the type of home you live in and the type of adaptation required;
- offer you a selection of colour and styles for kitchen and bathroom adaptations;
- send you an information booklet (giving you more advice and guidance) before any works take place;
- give you at least four weeks notice of any work that is about to commence and a target completion date;
- ensure staff can act as a representative of the adaptations team, noting your possible needs, regardless of your reason for meeting them; and
- the opportunity to tell us how we performed in a satisfaction survey.



If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1942** and speak to the Equality Officer.



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