

# Aids and Adaptations



"Better homes and better services for better lives"



## **A guide to Aids and Adaptations**

If you, or a member of your household, are having problems physically managing in your home – perhaps in using the bath, the toilet, in preparing food, or using the stairs – then you may be able to receive some adaptations to your home to make life easier.

Acis Group has a small budget for minor adaptations.

## The next steps



If you require adaptations in your home, please contact Customer Services on either **FREEPHONE 0800 027 2057** or send your email to [info@acisgroup.co.uk](mailto:info@acisgroup.co.uk) to request an application form and one will be sent to you within one working day.

When we have received the application form a member of staff will contact you to discuss your needs.



If the required minor adaptation is straightforward, e.g. a grab rail, the work will be ordered within 5 working days.



If your needs are not clear, you require major works or plans are required to be drawn up, a member of staff will visit you to obtain further details.

## Examples of minor adaptations include:

- Additional stair rails/grab rails
- Half steps
- Path widening
- Repositioning radiators
- Providing bases/electrics for sheds to house mobility scooters
- Lowering the height of an electrical consumer unit
- Lever taps
- Fitting flashing smoke detectors or door bells supplied to customers by specialist agencies



For more major adaptations your needs would be assessed by the Customer Service Centre at Social Services.

## Examples of major adaptations include:

- Stair lift
- Ramps to enable wheelchair access
- Widening of doorways
- Level access showers



If major works are required your case will be referred to the Customer Service Centre at Social Services, with your consent. The Customer Service Centre will contact you for more information to begin your needs assessment.

Depending on the outcome of this assessment, a further visit to your home may be required, which could result in a recommendation to West Lindsey District Council for a Disabled Facilities Grant (DFG). For major adaptations/DFG's, where grant-funding may be involved, your financial circumstances will be taken into account to determine whether or not you will have to contribute anything towards the cost of the work.



## How long will I have to wait for a DFG?

It is difficult to give an exact timescale and will depend on two factors:

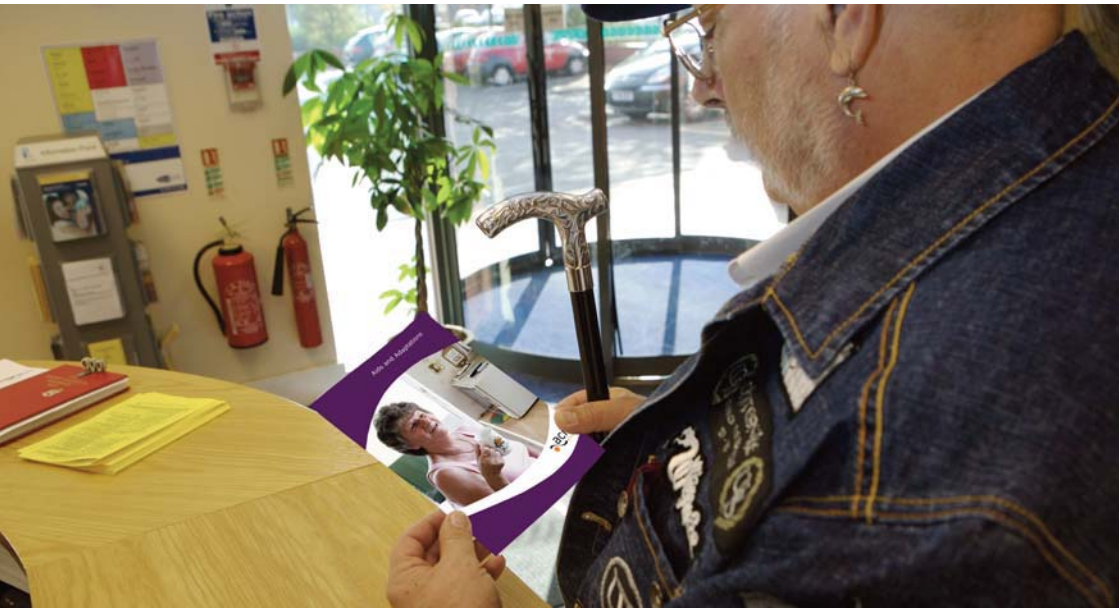
- What works have been recommended and;
- The current demand for the service.

## Will my rent go up?

Your rent will not go up as a result of any adaptations to your home. A Service Charge will be payable in certain circumstances eg. If you have a stairlift or a vertical lift installed.

## Will I have to move?

You will not be required to move, however in some cases your adaptation request may not be considered to be a reasonable or practical solution. In such cases, Acis may offer you a home that is considered to be a more suitable alternative to your current property.



This leaflet can be made available in a number of formats including **Braille, audio tape, large print, or other languages.** Please contact our **Customer Services team** using the details below for more information.

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## Compliments and Complaints ... Please help us to help you!

Acis Group want customers to share their views on how we are performing. This can be done by registering a complaint or acknowledging when you are pleased with the service you have received. You can contact us in a number of ways:

### Acis Group Limited

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**DN21 1GG**

**email:** [info@acisgroup.co.uk](mailto:info@acisgroup.co.uk)

**web:** [www.acisgroup.co.uk](http://www.acisgroup.co.uk)

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