

# Aids and adaptations

Service standards inside

Making your home easier to live in

# Aids and adaptations explained

We know that if you're less able, getting around your house can be difficult.

We can provide support and adaptations to make your home easier to live in, so you can enjoy independent living.

## Minor adaptations

We'll arrange work costing less than £1,000 quickly through our contractors. Anything costing over £1,000 and up to £3,500 will require an occupational therapist recommendation before we complete the job.

Our annual budget will be used on a first come first served basis. If the budget is spent before the end of the year, we may have to start a waiting list.

## What type of work can we do?

Work we can do includes:

- Grab rails
- Lever taps
- Using occupational therapists to advise on the adaptation
- Alterations to doorsteps
- Level access showers.

## Major adaptations

For more complex work costing over £3,500, you'll need advice from an occupational therapist. You may be eligible for a Disabled Facilities Grant (DFG) to help with the cost of the work. We can provide you with advice and support to process your claim. **We're here to help.**

# Service standards

Our promise to you

## To help you live independently, we'll:

- Give advice about our services at the first point of contact
- Give practical help and advice to you before, during and after the works have been completed
- Let you know within five working days if your minor adaptation request has been approved or not
- Complete agreed minor adaptations within 20 working days of your first contact with us
- Let you know within five working days of receiving an Occupational Therapist's recommendation if major works are to be funded by us, or by the local authority
- Complete all major works funded by us within four weeks
- Closely monitor progress of applications for funding with local authorities and work in partnership with them to reduce waiting times
- Check you're satisfied with the work provided on completion of the major adaptation
- Make sure you're happy with the service and your satisfaction is improving continuously, and always exceeds 95%
- Get it right first time as often as we can
- Train relevant staff to be 'trusted advisers'.

For more advice on minor adaptations, please contact us. We'll give you the name of a member of staff who'll be happy to provide practical advice and support with your adaptation throughout the process.



Get in touch

talktous@knightstone.co.uk

knightstone.co.uk

Weston Gateway Business Park,  
Weston-super-Mare, Somerset BS24 7JP

T: 08458 729729

If you need this information in  
another format please contact us.



April 2013

This document is printed on 100% recycled paper

 Knightstone