

Loreburn Group

Aids & Adaptations Policy



Creating Great Places to Live

Policy	Aids & Adaptations Policy							
Version Reference	1							
Approved by	MC			LET	X			MT
Date of Approval	Jan 2020							
Review Period	Every 3 Years or as legislation or substantive changes occur							
Review Due	Jan 2023							
Policy Champion	Head Asset Management							
Who this policy affects	Staff	X	Customers	X	Contractors		Members of the Public	
Where this policy affects	General needs	X	Later Living	X	Supported	X	Offices/staff base	

1. Purpose of this Policy

The policy describes the activities and responsibilities involved to ensure adaptation grants are maximised, improve quality of life for our customers and enable sustained tenancies. To achieve this through Loreburns' Aids & Adaptations Policy:

- 1.1 We recognize that housing which meets customer needs can have a positive impact on health and wellbeing and contribute to independence. The aim of this policy is to ensure that the service provides equipment and adaptations that meet the customers' assessment needs and enhances their quality of life.
- 1.2 To provide a customer centered approach by ensuring that customers and their family/carers are involved in decisions about adaptations and take their views into account.
- 1.3 Promote good practice and partnership working in relation to equipment and adaptation provision to improve outcomes for our customers
- 1.4 To establish procedures to ensure compliance with Scottish Government Performance Standards.
- 1.5 To promote effective relationships by improving communication with all stakeholders and partner agencies. Where appropriate, Service Level or Partnering Agreements will be put in place.
- 1.6 We are able to access annual grant funding from the Government specifically for adaptations. We can only claim this funding if we receive a referral from an Occupational Therapist stating that this adaptation is necessary. Our funding award is limited; therefore, we may have to operate a waiting list however adaptations that enable us to make best use of our stock will be priorities when necessary.
- 1.7 Following an annual bidding process to the Scottish Government the Association is allocated an amount of grant to spend on medical adaptations. The funding bid will reflect any known requirements (outstanding referrals) and will take into account historic expenditure. It will also take into account the affordability of any matched expenditure expected from the Association. The grant awarded will take account of general adaptations anticipated and any specific major adaptations works that have been requested for the financial year.
- 1.8 Funding is provided annually to LHA which means that some substantial referrals will go on a waiting list until the following years funding. Critical referral's will always be attended to swiftly and funded by LHA. This ensures no customer with a critical adaptation need ever goes more than a few weeks from the date of the referral to the install date. The funding is then claimed from the following year's allocation of funding.

2. Legislative Background

Adaptation Definition: - Adaptations are usually an alteration to a home in order to help those that are disabled, or less able, to manage personal and domestic tasks. These can include larger works such as ramps, widening of doorways or a walk-in shower, to smaller items such as grab-rails, second banisters or external handrails.

Adaptations are only available to customers who are our tenants.

2.1 In preparing this policy we have taken account of the following legal obligations and guidance:

- The Equality Act 2010
- The Care Act 2014
- Social Work (Scotland) Act 1968
- Chronically Sick and Disabled Persons (Scotland) Act 1972
- National Health Service (Scotland) Act 1978
- Disabled Persons (Services, Representation, and Consultation) Act 1986
- Housing (Scotland) Act 1987
- The Data Protection Act 1998
- Human Rights Act 1998
- Children (Scotland) Act 1995
- Adults with Incapacity Act 2000
- Regulation of Care (Scotland) Act 2001
- The Housing (Scotland) Act 2001
- Community Care and Health (Scotland) Act 2002
- National Health Service Reform (Scotland) Act 2004
- The Adult Support and Protection (Scotland) Act 2007
- Equalities Bill 2009

3. Associated Policies

- Safe Guarding Policy
- Exceptional Customer Service Strategy
- Complaints Policy
- Planned Maintenance and Major Repairs Policy

4. Aims & Outcomes of this Policy

- 4.1 To provide a customer centred approach by ensuring that customer and their family/carers are involved in decisions about adaptations and take their views into account and promote good practice and partnership working in relation to equipment and adaptation provision to improve outcomes for our customers
- 4.2 Through this policy we aim to:
- To establish procedures to ensure compliance with Scottish Government Performance Standards.
 - To achieve continuous improvement in the Aids & Adaptations process by setting and monitoring targets and improving performance over time.
 - To ensure the Aids & Adaptations process is implemented in a professional, effective and efficient manner.
 - To meet our legal obligations.
 - To ensure the Aids & Adaptations service meets the provisions of the Association's Diversity Policy, Risk Management Policy, Health & Safety Policy and Sustainability Policy.
 - To ensure Aids & Adaptations are procured in line with the Association's Procurement Policy.
 - To have a fair system in place for prioritising applications, currently based on assessment of need with priority designated by OT service.
 - To allow service users to participate in setting standards, policies and priorities.
 - To provide good quality information to service users through all stages of the adaptations process and to gain feedback from service users to help improve the service.

5. Policy Procedure

This Policy is supported by the Aids and Adaptations Procedural Guide.

6. Defining Disability

- 6.1 The Disability Discrimination Act 1995 uses a 'medical model' of disability and defines disability as follows: 'A person has a disability... if he has a physical or mental impairment which has a substantial and long-term adverse effect on his ability to carry out normal day-to-day activities.'
- 6.2 The Scottish Government guidance describes equipment and adaptations as a range of products and changes to the building that enable people who are affected by ill-health, traumatic injury, disability or the effects of aging to carry out ordinary activities of daily life. It includes assistive technology, but not

anything that is invasive to the body. This could be provided on a short or long-term basis, depending on the persons' assessed needs.

6.3 A disability can arise from a wide range of impairments which can be:

- Sensory impairments, such as those affecting sight or hearing;
- Impairments with fluctuating effects such as rheumatoid arthritis and epilepsy;
- Progressive, such as motor neurone disease, muscular dystrophy, forms of dementia and lupus
- Organ specific, such as asthma, thrombosis, stroke and heart disease;
- Developmental, such as autistic spectrum disorders (ASD), dyslexia and learning difficulties;
- Mental health conditions, such as depression, schizophrenia, bipolar affective disorders,
- Produced by injury to the body or brain
- Persistent aggression and violent play

Minor and Major Adaptation Description

Minor adaptations are classed as any low cost (below £500 or up to £1000 cost be determined) adaptation work. Such adaptation work can be carried out when we receive a referral from Occupational Therapist Services.

The following are examples of minor adaptations;

- Lever taps;
- Visual smoke detectors;
- Visual doorbells;
- Grab Rails
- Handrails
- Bannisters

What is a Major Adaptation?

Major Adaptations All other adaptation work costing £500 to £1000 (cost to be determined) and over is classed as a major adaptation and will only be carried out once a referral has been received from Occupational Therapist.

The following are examples of major adaptations:

- Level access showers
- Major structural conversions
- Stair lifts/ through floor lifts
- Hoists
- Wet rooms
- Ramps

Portable and temporary equipment

Portable or temporary appliances such as bath, toilet or shower seats etc. are provided by Occupational Therapist.

7. Complaints

Loreburn has a commitment to valuing complaints and ensures the organisation benefits from feedback to identify areas for change or improvement.

Loreburn has a Complaints Policy which ensures there are robust and effective procedures in place for complaints to be properly managed and acted upon.

Anyone dissatisfied with the outcome of their complaint having exhausted Loreburn's complaints procedure has the right to refer the matter to the Scottish Public Services Ombudsman.

8. Equality, Diversity & Inclusion

Loreburn aims to ensure that equality, fairness, dignity and respect are central to the way we work and how we treat our customers. We support diversity and uphold equal opportunities in all areas of our work as an employer and service provider.

Loreburn will not discriminate against tenants, staff, visitors, suppliers or others based on their age, sex, sexual orientation, race, disability, religion or belief, marital status, pregnancy and maternity or gender reassignment (collectively referred to as 'protected characteristics' in the Equality Act 2010).

9. Risk Management

Loreburn has a Risk Management Strategy, Policy and Procedure. These documents set out how the organisation will manage risk as an integral part of

its governance and management systems, ensuring risks are identified, evaluated and controlled effectively.

Identifiable risks arising from this policy will be monitored and managed by the internal processes set out herein and by regular review of this and all other associated policies and procedures, ensuring risks are mitigated and Loreburn complies with all legislative requirements and regulatory and best practice guidance.

10. Responsibilities Chart

The below chart illustrates the responsibilities of all staff pertaining to this policy:

Responsibilities	CEO/ MC	Director of Property and Development	Head of Asset	Assistant Managers	All Staff
To set the policy and direction with regards to Aids and Adaptations	✓				
Ensure Loreburn H A staff have a robust understanding of Aids and Adaptation Policy		✓			
Manage service, reporting and update EMT quarterly			✓		
Take lead on applications, make day to day decisions				✓	
Policy Champion			✓		
Ensure effective and clear communication with key stakeholders including customers				✓	
Reporting concerns to Line Manager				✓	
Ensure all properties with referrals are dealt with swiftly			✓	✓	
Participate in meetings and provide evidence for investigations as required				✓	
Ensure complaints feedback is used to improve service			✓		
Working with Head of OD & HR ensure staff have appropriate training			✓		

Ensure policy is reviewed annually or as necessary			✓		
Ensure E&D guidance is adhered to		✓			

11. Policy Review

The Policy Champion is Head of Asset

The Policy Champion is responsible for completing the Health and Safety Assessment and Equality, Diversity and Inclusion Assessment Checklist.

This policy will be reviewed by the Policy Champion every 3 years or sooner as required due to legislative or substantive change.

Policy Assessment Checklist

Health & Safety Assessment

Does this policy have the potential to affect:

Lone Working	No
Safety and/or wellbeing of customers	Yes
Safety and/or wellbeing of staff and contractors	No
Have the above items been considered in the preparation of this policy?	Yes

Comments: The particular aim of this Policy is to safeguard the health, wellbeing and continued independence of tenants and to enable them to continue living in their homes if it is within the means of the Association to do so.

Equality, Diversity & Inclusion Assessment

Does this policy have the potential to affect?

Staff's rights to equal opportunities	No
Tenants' / Customer's rights to equal opportunities	Yes
Tenants' / Customer's ability to access to homes and/or services	Yes
Have the above items been considered in the preparation of this policy?	Yes

Comments: This policy aims to deliver services to existing tenants only.

Agile Working Assessment

Agile working requirements have been considered and addressed in the preparation of this policy: No