

Aids & Adaptations Policy

Policy	Aids & Adaptations Policy
Version Reference	1
Approved by	MC <input type="checkbox"/> EMT X MT <input type="checkbox"/>
Date of Approval	Jan 2017
Review Period	3 Yearly or as legislation or substantive changes occur
Review Due	Jan 2020
Policy Champion	Asset Manager
Who this policy affects	Staff <input checked="" type="checkbox"/> Customers <input checked="" type="checkbox"/> Contractors <input checked="" type="checkbox"/> Members of the Public <input type="checkbox"/>
Where this policy affects	General needs <input checked="" type="checkbox"/> Sheltered <input checked="" type="checkbox"/> Supported <input checked="" type="checkbox"/> Offices/staff base <input type="checkbox"/>

H&S Assessment Completed	Yes <input checked="" type="checkbox"/>	Date Completed: 14/10/2016
D&E Assessment Completed	Yes <input checked="" type="checkbox"/>	Date Completed: 14/10/2016

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CREATING GREAT PLACES TO LIVE

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1. Purpose of 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 well being 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 and Guidance

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 Loreburn H A Policies

- Protecting vulnerable Adults Policy.
- Customer service standards
- Complaints Policy
- Planned Maintenance Policy

4. Aims of the policy

4.1 To provide a customer centered 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. Defining Disability

- 5.1 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 affect on his ability to carry out normal day-to-day activities.'
- 5.2 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.
- 5.3 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

6. Referral Process / Installation Process

- 6.1 The adaptations process begins with the needs identified by our customers. The process should be transparent, equitable and offer informed choice to the consumer on both outcome and methods of delivery at all stages.
- The Operational Process is set out as **Appendix One**.
- 6.2 A request or enquiry can be made to LHA in the first instance who will redirect the customer to the OT helpline who will arrange to visit with them and discuss options.
- 6.3 Occupational Therapist Assessment - Social Work Services will assess referrals, on the basis of information received at point of referral. This will assess whether an Occupational Therapy assessment is required and determine priority of the request for services. The priority will establish the timescale for assessment.

- 6.4 Based on the criteria for eligibility (**Appendix Two**) the referrals are issues on either a CRITICAL or SUBSTANTIAL basis
- 6.5 A contractor will be engaged by LHA to complete the adaptation works each year. These works will be competitively tendered and procured in line with Scottish Housing Regulator Guidance. This may be in a partnership, term contract or other approved vehicle to carry out the works.
- 6.6 On receiving the referral the contractor has a fixed timescale related to LHA key performance indicators to complete the works.
- 6.7 LHA will actively promote the Aids and Adaptation programme to customers through all available channels and forms of media.

7. Types of Adaptations carried out by Loreburn Housing Association

7.1 The list below indicates general adaptations that we most commonly carry out and that we would expect to be eligible for grant funding. However, the list is not exhaustive and all referrals made by the Social Work Department's Occupational Therapists (the OTs) will be considered.

- level access shower
- wet floor shower
- installation of lever taps
- moving electrical sockets
- provision of access ramps
- handrails to access ramps / stairs
- alterations to windows or doors – to width, sightlines, ironmongery etc.
- provision of support rails by bath and / or w.c.
- non-slip flooring

We can also secure funding for major adaptations such as:

- provision of ground floor w.c. and /or bathing facilities
- fully adapted kitchen
- through floor lift

However, these types of adaptations are more expensive and we can apply for funding for these on a case by case basis as the need arises.

8. Staff training and development

- 8.1 The success of the current Aids and Adaptation Policy and proper implementation of the supporting procedures depend on the knowledge and skills of staff implementing it.
- 8.2 Regular training will be provided to relevant staff to ensure a consistent approach and ensure they are carry out the roles and duties linked to the application of this policy.

- 8.3 Regular quality audits will be in place to check the effectiveness of the training and to ensure that procedures are followed consistently and fairly by all staff.

9. Complaints

- 9.1 Loreburn H A operates a Complaints Procedure that is available to any customer who is not satisfied with the way their case has been dealt with.
- 9.2 Details of the complaints procedure are detailed in Loreburn H A's Complaints Procedure leaflet that is available from the website of any office.
- 9.3 Loreburn H A's takes the learning from complaints to ensure when possible service improvements are made. Any complaints about the Aids and Adaptations service will be used to monitor and improve the service.
- 9.4 If the customer is not satisfied with the outcome of their complaint and have exhausted the complaints process above, they have the right to refer the matter to the Scottish Public Services Ombudsman.

10. Measuring performance

- 10.1 Performance monitored through Loreburn H A's Performance Management Framework using the Scottish Housing Regulator Annual Return Indicators and Loreburn H A's Strategic Performance Indicators and operational performance indicators.
- 10.2. Annual targets for collection are set based on the Scottish Housing Regulators' ARC national performance data, HouseMark peer benchmarking and internal results.
- 10.3 Loreburn H A will consult customers, stakeholders and other agencies in order to continually measure good practice.
- 10.4 This policy will adhere to Loreburn H A's commitment to Continuous Improvement and Value for Money.

11. Policy review

- 11.1 The policy champion is the Asset Manager. The policy implementation process is set out below as **Appendix Three**.
- 11.2 This policy will be reviewed **every three years** or as required due to legislative or regulatory change, in particular Scottish Quality Housing Standards and EEESH. The review will be completed by the Policy Champion and circulated to the Executive Management Team for approval.
- 11.3 The team leader will carry out a quarterly review of all referral cases, track progress and record outcomes and provide KPI information to EMT.

12. Equality and Diversity

12.1 There are many other reasons why people may have difficulties accessing our services. These may include dyslexia, illiteracy and mental illness. It is the duty of all staff to ensure these issues are taken into account to ensure that information is appropriately communicated in ways those individuals can understand.

12.2 Loreburn H A is committed to equality of opportunity and will ensure that policy and procedures will not unfairly discriminate against people on grounds of sex or marital status, racial grounds, disability, age sexual orientation, language or social origin, or of other personal attributes, including beliefs or opinions, such as religious beliefs or political opinions.

12.3 Loreburn H A can provide:

- Translation service for those for who English is not their first language.
- Large text or audio tapes for people who are visually impaired.
- Assistance for people who are profoundly deaf.
- Assistance for people who have challenges around literacy and / or numeracy

13. Risk Management

13.1 Risk can arise from this policy as a result of:

- Poor or inappropriate installation and / or maintenance of the adaptations
- Increased maintenance costs resulting from inadequate management and servicing of the equipment
- Failure to meet targets in a key performance area i.e. grant drawdown

13.2 Given the importance of these risks it is recognised that these have to be effectively managed. This will be achieved through the cyclical review of the Asset Management policies and procedures to ensure compliance with all legislative requirements and regulatory and best practice guidance.

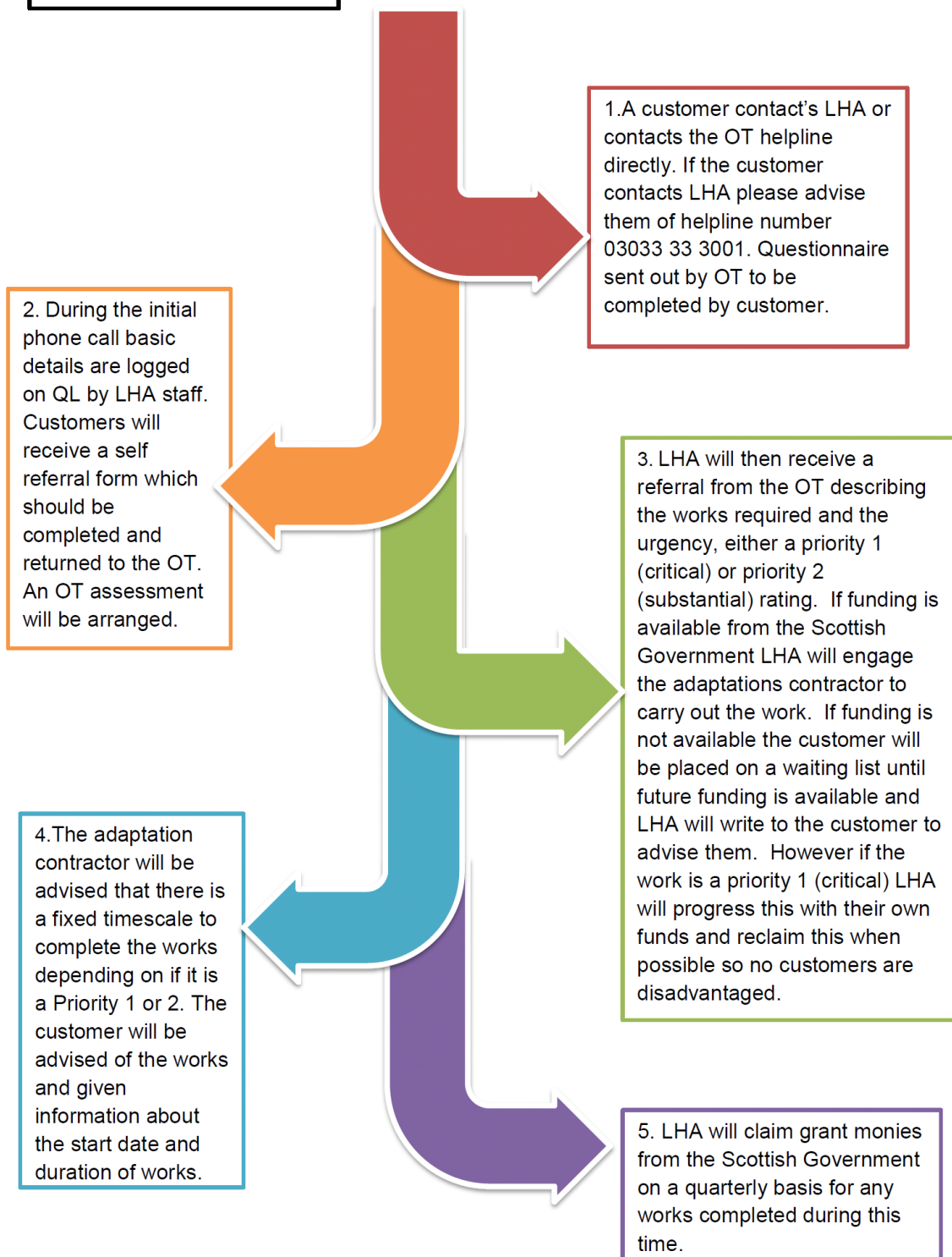
14. Responsibilities Chart

13.1 The chart below illustrates the responsibilities of all staff in relation to this policy.

Responsibilities	Board/ CEO	EMT	Asset Manager	Team Leader	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		✓			

Appendix 1 – Operational Referral Process



Appendix Two: Classification of Referrals

Criteria of Eligibility

P1 Very High Priority – Critical

Circumstances such as:

- Service user unable to be discharged from hospital
- Service user/carer at risk (of injury and/or deterioration in health) in carrying out activities of daily living.
- Service user terminally ill and requiring minor adaptations
- Immediate risk of home situation breaking down

P2 High Priority – Substantial

Circumstances such as:

- Service user unable to meet personal care needs
- Facilitate discharge from hospital
- Reduce burden of care from formal/informal carers and maintain situation on an ongoing basis
- Intervention required to facilitate rehab/development needs

