

Policy on:

Medical Adaptations - Draft

**Compliant with Charter
Outcomes and Standards:**

Yes

Compliant with Equalities:

Yes

Compliant with Business Plan:

Yes

Compliant with Risk:

Yes

**Equalities Impact Assessment
Completed as part of Review**

Outstanding

Date for Approval:

Draft

Date for Review:

5 Years or legislation/ best practice change

Responsible Officers:

Asset Manager and Director of Housing

This policy is available, on request, in different languages and in other formats such as large print, audio format and braille as required.



1. Introduction

To fulfil our vision of Great Homes, Great People and Vibrant Communities, Shire Housing Association is committed to putting our customers at the heart of what we do and how we do it.

We have developed this policy to outline the principles that will be used by Shire in determining applications from tenants for a Stage Three medical adaptation to their home, that is, works to adapt a property to suit the changing needs of an existing tenant or a new tenant where these could not reasonably have been identified when the house was originally constructed or let.

This policy aims to consider the standards and outcomes set out in the Scottish Social Housing Charter that describe the results that tenants and others who use our services can expect from Shire. The relevant standards and outcomes for the activity of providing medical adaptations are detailed in the policy narrative below. We will use this policy to measure our performance and be accountable to our customers.

2. Aims and Objectives

Shire recognises that being able to access appropriate housing or to adapt existing housing can have a positive impact on health whilst contributing to independence, privacy, and dignity.

Shire aims to

- a. Assist tenants where practicable to remain in their homes or to offer suitable medically adapted properties as an alternative, where available.
- b. Provide a comprehensive and responsive system for determining applications via referrals from other agencies for medical adaptations.
- c. Effectively manage and promote a high-quality service within the limits of available resources.
- d. Maximise the use of resources to provide Value for Money by effectively managing, monitoring and controlling expenditure.
- e. Fulfil Scottish Government guidance in delivering equipment and adaptations as an essential component of an integrated health & social care solution.

3. Legislation, Regulations, Guidance, Strategies and Policies

In formulating and implementing this Policy, statutory requirements, Performance Standards and Good Practice have been incorporated. Legislation relevant to this Policy includes:

- The Social Work (Scotland) Act 1968
- Human Rights Act 1988



- Building Standards (Scotland) Amendment Regulations 2001
- Equalities Act 2010
- Disability Discrimination Act 1995 and 2005
- The Housing (Scotland) Act 2014 as amended

4. Roles and Responsibilities

The Chief Executive is responsible for ensuring compliance with government guidelines and any funding conditions.

The Senior Management Team is responsible for ensuring adequate resources are available to meet compliance and funding conditions.

The Asset Manager is responsible for ensuring that Value for Money is achieved for works and that Health and Safety requirements are met.

The Maintenance Officer is responsible for inspecting and recommendations on works.

The Maintenance Assistant is responsible for customer liaison and administration of works.

5. Management of Referrals and Adaptation Works

5.1 Adaptations

To help identify, categorise, and prioritise the need for adaptations Shire will work closely with East Ayrshire Health and Social Care Partnership.

Tenants requesting permanent alterations to their homes will have their needs assessed by a recognised Occupational Therapist who in turn will make the appropriate recommendation to Shire. Adaptations will not be carried out where the request is not supported by an application from a suitably qualified person.

If we cannot fulfil your adaptation request, we will provide a full explanation in writing and our Housing Team will support you to find a suitable alternative property if necessary.

Shire will maintain a waiting list of adaptation referrals and will seek to carry them out in order of priority as determined by the Occupational Therapist, as quickly as possible, in date order of referral subject to funding being available.

Where specialist adaptations are made that require long term maintenance and servicing, this will be delivered as part of the Associations Cyclical/ Compliance programme and funded via Scottish Government Grant.



5.2 Referrals

All high value/complex adaptation referrals will be discussed by the Asset and Housing teams to enable consideration of all the applicant's circumstances. Where necessary the Occupational Therapist or other health professionals may also be involved to allow Shire Homes to assess:

- The tenant's preference to transfer to a more suitable property or to remain in their existing home, and whether Shire can assist in this process
- Availability of suitable alternative accommodation and likely waiting time for both suitable accommodation to become available and waiting time for adaptation
- The likely medical prognosis and the long-term usability of the proposed adaptations
- Suitability of the property to meet the tenants' current and future needs
- Technical or planning requirements which might make an adaptation unviable

5.3 Suitability of dwelling for adaptation

On receipt of a referral for an adaptation Shire will take into account not only the needs of the individual (who must be part of the recorded household) but also its duty to safeguard its stock and its ability to re-let adapted properties once they are vacated.

Taking this into consideration Shire will look to install wet floor or level access showers to the ground floor of properties as the preferred option, where:

- living accommodation (living room and bedroom) is on the same floor or is on different floors but can be linked by stairlift.
and
- there is level access into the property (or it can be easily achieved through installing a ramp)

A wet floor or level access shower may be considered to an upper floor where a stair lift can be installed, to ensure access to both bathing and living accommodation. In determining the suitability of these works staff will consider whether other adaptations will be required such as level access into the property. If significant works are required to achieve this staff will explore alternative housing options with the household.

5.4 Budget

- Shire will seek funding for medical adaptations from the Scottish Government on an annual basis.
- Following an annual bidding process to the Scottish Government, Shire HA is allocated an amount of grant to spend on medical adaptations. The funding bid will reflect any known requirements (outstanding referrals) and will consider



historic expenditure and forecasted demand.

- The allocated grant funding has not always been sufficient to fund all the adaptations that have been referred in the year so Shire will determine any matched expenditure (i.e. contributions from its own resources) on an annual basis for medical adaptations.
- Shire shall not fund items deemed to be a fitting i.e. (removable/re - deployable) and therefore the responsibility of others. Shire shall fund items deemed to be a fixture i.e. adaptations of a permanent nature.

5.5 Quality Control of Projects

Shire will aim to ensure quality control of projects for a medical adaptation by:

- Clearly determining at the outset, the specification for the adaptation. All applications received shall be checked to ensure that the proposed adaptation is not the responsibility of another authority such as the Health Board or Social Services.
- Conducting regular liaison meetings with contractors delivering service.
- Ensuring the tenant is visited in advance of work beginning and is made fully aware of the work being carried out.
- Ensuring the contractor is aware of the timescale for completion of the work and any particular requirements of the tenant.
- Conducting a post inspection process whereby all adaptations are inspected after completion.
- Giving tenants the opportunity to comment on their satisfaction with individual repairs carried out in their home by conducting overall satisfaction surveys on a periodic basis.

5.6 Record Keeping

- Shire will record all adaptations carried out to its properties to ensure a comprehensive database is established and maintained

6. Equality and Diversity

This Policy complies fully with Shire Housing Association' Equality and Diversity Policy. Shire Housing Association will be proactive in valuing and promoting diversity, fairness, social justice, and equality of opportunity by adopting and promoting fair policies and procedures.

We are committed to providing fair and equal treatment for all our stakeholders including customers and will not discriminate against anyone on the grounds of age; disability; gender reassignment; being married or in a civil partnership; being pregnant or on maternity leave; race; religion and belief; sex; and sexual orientation.



We carry out Equality Impact Assessments when we review our policies. We check policies and associated procedures regularly to ensure accessibility for all. We take appropriate action to address inequalities likely to result or resulting from the implementation of the policy and procedures.

7. Feedback and Complaints

Shire Housing Association strives to always provide an excellent customer service and welcomes feedback and comments from our customers. We will seek feedback via our website, e-mail, in writing and verbally to learn from service users' experiences, using them to shape and develop our service.

We operate a Complaints Policy that is open and transparent, should any customer or service user feel the need to make a complaint against an individual or the organisation, the complaints policy and procedure will be implemented. All complaints will be recorded and dealt with under Complaints Policy and Procedures, which meet the requirements of the Scottish Public Services Ombudsman.

8. Performance Monitoring and Review

In addition to the annual submission of performance against the Annual Return on the Charter to the Scottish Housing Regulator, the Management Board will review and approve Key Performance Indicators and targets on an annual basis and outcomes will be monitored at quarterly meetings.

This policy will be reviewed every 5 years or earlier if deemed necessary due to legislative, best practice or other changes.

