

Accessible Homes

Making homes work for older and disabled people in Bristol

Our service



- Do you have a disability, long-term illness, visual impairment, or problems with mobility due to age?
- Are you having difficulty getting around your home or carrying out everyday tasks?
- Do you care for a child or adult who has these difficulties?
- Do you want help to live independently and with dignity?



What do we offer?

- Advice and information – about equipment, adaptations or moving
- Referral for rehabilitation – short term support to help you regain daily living skills such as, after an operation
- Equipment – for example, to help you get in and out of the bath
- Minor adaptations – including, hand rails, grab rails etc.
- Help with moving home – for example, to a dwelling on one level, one that already has the necessary adaptations, or one that is much easier to adapt than your existing home.
- Major adaptations – more permanent changes to your home including, ramps, stairlifts, showers, wet rooms etc.

How do you contact us?

You can ring the service yourself or someone can ring on your behalf. Telephone numbers for adults and children are at the end of this leaflet.

How services are funded

Advice

We want to help you to find a solution that is right for you and advice may be all you need. Our specialist help line can provide you with information. There is no charge.

Equipment and minor adaptations

If you meet certain criteria some equipment and minor adaptations are provided free of charge, or you may get a payment to buy direct. If you are not eligible for funding we can help you make the right decisions about what to buy yourself, or you can contact West of England Care and Repair or Living (details at the end of this leaflet).

Paying for adaptations yourself

You may be able to afford equipment or adaptations yourself, or know someone who can do work for you:

- We can give you advice or you can get expert help and support direct from West of England Care and Repair (details at the end of this leaflet).



- By paying yourself you will get work done faster and help us to focus on people with more limited funds.

Grants for adaptations

Many older and disabled people are on low incomes. Several different grants are available:

- To apply for a Disabled Facilities Grant you may have to have a financial assessment.
- Bristol also offers some other types of grant for lower cost adaptations.
- Grants have to give cost-effective solutions so that we can help as many people as possible.
- Loans may also be available.



Grants for moving

If you decide to move rather than adapt your present home there may be some help with moving costs. If you are in a Council or Housing Association property you may be eligible for a payment if you move to a smaller home.

The Team

We are a specialist team based in Bristol City Council:

- Occupational therapists give advice and assess your needs
- Specialist advisors provide help if you want to move home
- Surveyors look at your property to see what can be done
- Technicians and specialist contractors carry out the work
- Case workers will keep you informed throughout the process
- We also work closely with other services within the City Council, West of England Care & Repair and Living.

Who can we help?

We can help both adults and children. Where it says 'you' in the text – this may also refer to a child you care for:

- We help home owners, council and private tenants. Housing association tenants - ask your landlord first as many will help you directly.

- You must be a permanent resident of a home located within the Bristol City Council boundary.
- You must have an impairment which has lasted, or is likely to last for at least 12 months with no prospect of significant improvement.
- Your impairment must significantly affect your ability to carry out usual day to day activities in your home.
- An adaptation will only be provided in your main home which you own, rent or occupy as a family member. You will need to confirm your legal interest in the property.
- If your home is rented your landlord must provide consent for major adaptations.
- You must have exclusive use of kitchen facilities – ie, not share with a family other than your own.

Aims

Our aims are to help you to:

- Enter and leave your home
- Use washing, bathing and WC facilities
- Use living and sleeping areas
- Use food preparation and cooking facilities
- Access some of the garden
- Reduce risks in your home related to your impairment
- Provide care for your family if you are the main carer

The stages in the process

- 1 Help and advice over telephone
- 2 A visit to our specialist centre
- 3 Equipment or minor adaptations provided. **If all needs are met at this stage the process is completed**
- 4 Discussion about funding
- 5 Moving home arranged
- 6 Adaptations organised

Help and advice over the telephone

When you first call us you can speak to an occupational therapist who can give you advice. They may arrange work directly for you over the phone, such as getting a hand rail fitted, or for a minor piece of equipment to be delivered.

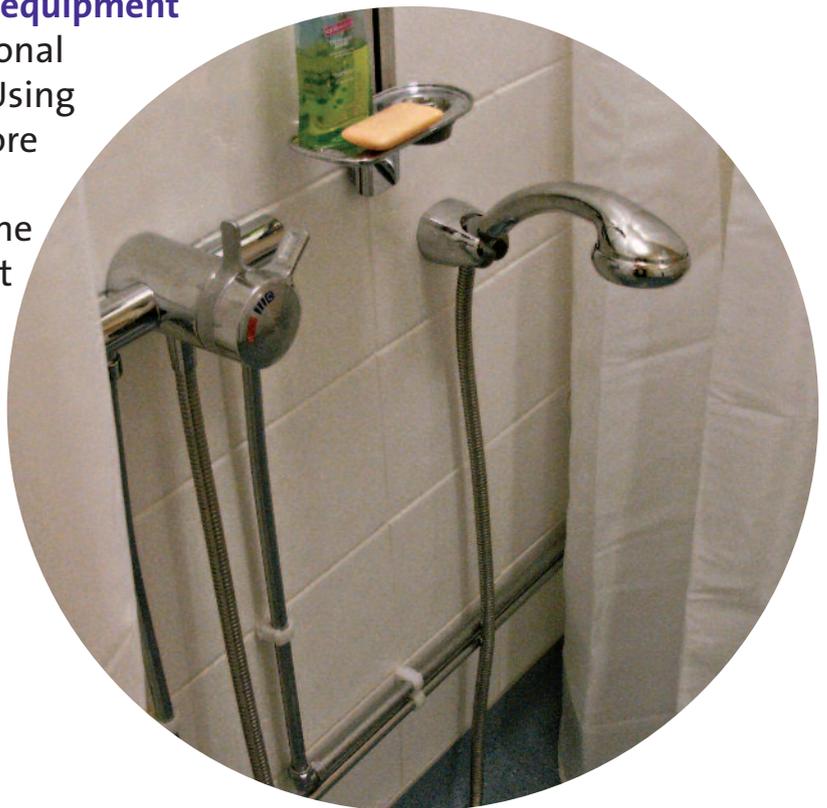
Getting more information and referring you on

Sometimes we will need to contact your doctor for more information. Some people may be referred for a health check. In other cases we may arrange for rehabilitation before anything else is done - particularly if you have recently had a stay in hospital or are about to be discharged.

Finding out what help you need

Appointment to see and try out equipment

You will need to see an occupational therapist at a specialist centre. Using the centre means we can see more people and you will not have to wait long for an appointment. The centre has displays of equipment and adaptations. You can try things out and we can work with you to find the best solution for your needs. We'll also ask about carers and the effect of your disability on your family to see if they need help.



Home visit

People who are not able to walk or have more complex needs may get a home visit. Most disabled children will be visited at home. You will have to wait longer for home visits than going to the specialist centre. Home visits will only be used for those who really need them.

Equipment and minor adaptations

If equipment and/or minor installations such as grab rails can provide a solution to your needs this will be the preferred option. They can be provided quickly and they can make an enormous difference to people's lives by helping to prevent falls and other accidents at home.

Equipment

This is any item that is portable. It comes in many forms and the technology is changing all the time. For example:

- Bathing - for example, steps bath boards, bath seats and bath lifts etc.
- Using the toilet - including, rails raised seats, equipment to help wash/dry yourself etc.

There are also many pieces of specialist equipment for disabled children. Your occupational therapist will work with you to assess what might be appropriate.

Minor adaptations

The occupational therapist may also recommend having grab rails, handrails or other minor adaptations which will make your home safer and easier to use. These can be provided simply and quickly.

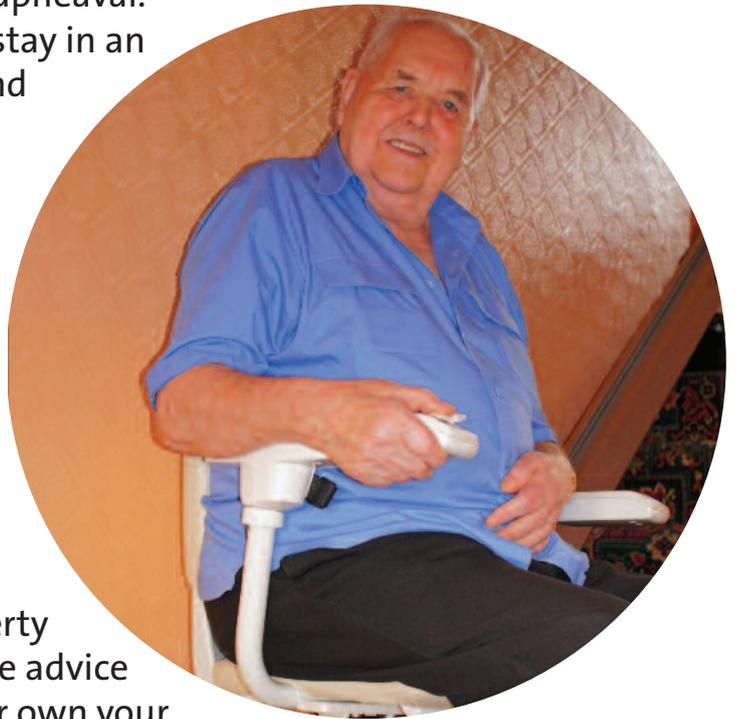
Recycling equipment

When equipment is no longer needed it should be returned to Bristol City Council – please contact Care Direct or the Children's Service (see details on page 7)

Moving to a more suitable home

If equipment and minor adaptations do not solve your problems major adaptations to your home will only be approved after all other options, including rehousing, have been considered.

- We recognise that moving is a big upheaval.
- We know you are likely to want to stay in an area close to your friends, family and support networks.
- We will always discuss the options with you and look at where you would like to live.
- It can often be a great relief to move to somewhere more manageable.
- It can often be a better long term solution to your needs.



We work with a range of housing organisations to help you find a property that meets your needs. We can provide advice and practical help whether you rent or own your own home. Help can be provided as well by West of England Care and Repair.

There is a separate leaflet on moving home. This explains why moving may be a better solution, what help exists and the funding that is available.

Major adaptations

Once all the other options have been considered the only way may be to make permanent changes to your home to enable you to be safe and independent.

There are a variety of different types of alterations from providing a ramp to give you access to your home, widening doorways to accommodate a wheelchair, installing a stairlift, or providing a shower to help you wash safely.

Changes to your home will only be carried out if they will create a significant improvement in the quality of day to day living for you and/or your carer.

There is a separate leaflet on adaptations. This explains what is available, who is eligible and how it is funded.

Customer feedback

We would welcome your feedback at all stages and are particularly interested in finding out the effect equipment, adaptations or rehousing have on your health, well-being and independence. All customers are asked to fill in a questionnaire at the end of the process.

Data Protection

In some cases personal and medical information may need to be shared with professionals in other departments and organisations. Your consent will always be obtained in writing. If you decide you do not want information shared we will not pass your details on to anyone else. However, your decision may prevent us providing the best service.

Your first point of contact

Disabled Adults	Bristol Care Direct 0117 922 2700
Disabled Children	Disabled Children's Service 0117 903 8250
Housing Association tenants	Please contact your landlord

Are you able to pay yourself?

West of England Care and Repair 0117 954 2222 www.wecr.org.uk

They help with minor adaptations and larger works, find reliable trades people, provide practical advice about building work and supervise work on site. They have a showroom, The Waterloo Centre where you can see a range of adapted bathrooms, kitchens, stairlifts and other equipment. They give financial and benefit advice and support with rehousing in all tenures.

Living 0117 965 3651 www.thisisliving.org.uk

This is a specialist centre for older people who want to remain independent, disabled people of all ages, their families, carers and health professionals. There are displays of equipment and adaptations that you can try out yourself and one of their professional staff can help you find the best solutions. Anyone can phone to make an appointment, get advice or have information sent to them.

Advice and assessments relating to mobility services are also available.

WEBSITES:

www.bristol.gov.uk

www.wellaware.org.uk A useful website which is a guide to health, wellbeing and community services in Bristol and surrounding area.

Also see our other leaflets:

- Helping you move home
- Adapting your home

If English is not your first language and you need a translation, we can get one for you.

ALBANIAN

Nëse anglishtja nuk është gjuha juaj amtare dhe keni nevojë për një përkthim, ne mund t'ua sigurojmë atë.

BENGALI

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

CHINESE

如果英文不是您的第一語言，而您需要翻譯的話，我們可以為您安排。

GUJARATI

જો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

HINDI

यदि अँग्रेज़ी आप की पहली भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो यह हम आपको प्रदान कर सकते हैं

KURDISH

Heke îngilîzî zimanê we yê yekem nîne û pêwîstîya we bi wergêr heye, em dikarin yekî ji we re bibînin

POLISH

Jeżeli język angielski nie jest Twoim językiem ojczystym i wymagasz tłumaczenia, możemy to zapewnić.

PORTUGUESE

Se o Inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.

PUNJABI

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

SOMALI

Haddii Ingiriisku aanu ahayn afkaaga kowaad oo aad u baahan tahay turjumaad, annagaa kuu samayn karra.

URDU

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے فراہم کر سکتے ہیں۔

VIETNAMESE

Nếu quý vị không thạo Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản.

If you would like this information in a different format, for example Braille, audio CD, large print, electronic, BSL DVD or in community languages, please contact on **0117 352 5010**