



# **Medical Adaptations Policy**

**Date of Approval**  
**September 2019**

**Review Date**  
**September 2022**

## Executive Summary

<b>Brief Overview:</b> Update of the Association's medical adaptations policy which is reviewed every three years.
<b>Risks:</b> Low
<b>Relevance to Business Plan:</b> 3.11 Procure new three year contract
<b>Financial Implications:</b> Funded by GCC
<b>Equalities:</b> N/A
<b>Regulatory Impact:</b> Part of ARC report
<b>Recommendations:</b> None

### Discussion:

The original annual budget of £20,000 has been increased to £60,000

Due to a higher demand since last year

Recommendations: No changes to the current policy

## **1. Introduction**

Elderpark Housing Association recognises that throughout their lifetime a number of the Association's tenants, or official household occupants, will unfortunately not enjoy the use of their home without adaptations being provided to enhance the quality of life and allow them to continue to live comfortably in their homes.

Adaptations can include changes to a property such as providing handrails, the provision of a ramped access, the installation of a chair lift, the installation of a shower and/or wet bathroom; basically any change required to improve the occupant's use of their home for health purposes.

Adapted properties can:

- Assist independent living
- Reduce inappropriate housing conditions
- Help reduce long stays in hospital
- Benefit the ageing population
- Increase the amount of housing stock available for people with reduced mobility.

The Association is committed to a policy in relation to adaptations being requested that will allow, so far as is possible, occupants to live comfortably within their homes with independence, privacy, and dignity.

The Association will process Adaptation requests in accordance with Scottish Government Guidance.

## **2. Requests for Adaptations**

When the Association receives a request for an adaptation from a tenant the request will initially be referred to the Council's Occupational Therapy (OT) Team for an assessment and confirmation that the adaptation is required.

Generally speaking the Association will require all requests for adaptations to be approved by the Council's Occupational Therapy Team; and most will, in fact, be generated by the OT Team. Handrails no longer require an assessment and a request for handrails will be carried out by completing the standard form and processing in the normal way without referring to an OT.

## **3. Performance and Targets**

Initial instructions from the OT for adaptations will be acknowledged in writing within five working days of receipt. The letter should notify the Tenant what the adaptation is, who will be carrying out the adaptation and when.

Applications should be processed within the following timescales:

- Major Work (urgent) - within one month
- Major Work (non-urgent) - within three months
- Minor Work (urgent) - within two weeks
- Minor Work (non-urgent) - within one month

There will be cases where it will not seem appropriate to carry out a substantial adaptation. This might include:

- Where the location of the property (e.g. three or four floors up in a tenement) renders major work inappropriate because the Tenant is unlikely to find the flat accessible in the long-term.
- Where the Tenant's needs are likely to change in the short term.
- Where the Tenant is, or wishes to be, on the Transfer Register.
- Where the cost is excessive in relation to the value of the property or to the long-term use of the property.

Once the application has been processed the Tenant will be advised in writing of whether or when the adaptation will be installed or provided. If refused the Tenant will be notified in writing of the reasons for the refusal and advised of their right of appeal.

#### **4. Financing and Carrying Out The Works Required**

Glasgow City Council makes provisions for Associations to claim grant monies for requested adaptations. Where possible, it is the Association's intention to pursue this route of finance for all adaptations.

However where any Grant approved by Glasgow City Council has been spent or the cost of a required adaptation will exceed the remaining budget and Glasgow City Council will not increase funding the Association will consider meeting urgently required adaptations from its own resources. This might be where there is an immediate danger to the health and safety of the Tenant and where, if an adaptation is not carried out, a threat to safety may develop or other difficulties may arise such as a delay in discharge from hospital.

In the event of Glasgow City Council reducing or refusing Grant funding for adaptations the Association will set its own (flexible) budget for adaptations and agree criteria for exceeding the budget in emergencies.

Guidelines are provided by the Scottish Government on the procedures Associations must follow in applying for special needs adaptations funding. The Association will ensure that all these guidelines are met.

Properties that have been subject to major adaptations will have any new relevant Rent Setting Policy elements incorporated into the next cycle of Rent Reviews (usually annual).

## **5. Repair and Maintenance of Adaptations**

The Association will ensure that any adaptations to its properties are repaired and maintained to the highest standards as detailed under the Association's Repairs and Maintenance Policy.

## **6. Subsequent Allocation of Adapted Houses**

The Association will endeavour, where permissible to ensure that any subsequent allocation of an adapted property will be to a household requiring such provisions.

The association will keep a register of adapted properties; detailing the type of adaptation provided against each property and the cost of the adaptation.

## **7. Monitoring and Reporting**

The Association's Committee will monitor the effectiveness of this policy and will receive regular reports on Adaptations.

The Association should be able to demonstrate for any given decision how and why that particular decision was made. The Association should maintain an adequate audit trail that can lead from the original application, through the decision made on the adaptation, and into the tenant file.

The Maintenance Section will provide the Committee with reports on the number and type of adaptation requests received, how many were approved, the cost of the adaptations and details of the adaptation provided.

The Association will also monitor Tenants' levels of satisfaction with the adaptation process from start to finish and whether the adaptation actually met the Tenant's requirements and expectations. The Maintenance Section will provide the Committee with reports that detail any Tenant feedback and satisfaction survey results.

All information in respect of Adaptation requests is treated as confidential and will not be passed onto or discussed with any other person or organisation without the permission of the Tenant.

This is with the exception of any enquiries the Association has to make to confirm information provided in the request.

If the Association's Management Committee members are required to discuss an individual case the identity of the Tenant will not be disclosed to the committee.

## **8. Decision Taking and Appeals**

The Maintenance Manager will oversee the adaptation process and ensure that policy guidelines are complied with.

The Maintenance Manager will consider and investigate both the cost and technical feasibility of the adaptation work proceeding in accordance with the Association's Financial Control and Tendering Policies.

Association staff will deal with straightforward cases falling within policy guidelines. Other more expensive adaptation requests outwith policy guidelines may be referred to the Committee at the discretion of the Maintenance Manager or at the request of the applicant.

Any Tenant who is dissatisfied with a decision should first speak to, or write to the Maintenance Manager and then, if necessary follow the Association's published appeals procedure.

Irrespective of the above, Tenants may raise a formal grievance under the Association's published Complaints Procedure (copies are available at the office).

Tenants can obtain advice and information about their remedies from a local Citizens Advice Bureau or a Solicitor, or a representative.

Tenants may also have a complaint referred to the Public Services Ombudsman once they complete the Association's published Complaints Procedure and are still dissatisfied.

If for any reason of disability or impairment a Tenant is unable to complain or appeal to the Association formally then he/she may authorise a representative to write on his/her behalf.

*If you require this policy in a different format please ask a member of staff*

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