

# CASTLEHILL INFORMATION

# ADAPTATIONS



## Who do you contact for an assessment or referral?

Should your Castlehill property need an adaptation you should discuss it with your Property Service or Housing Officer. They will be able to advise you appropriately.

You will be required to contact an Occupational Therapist. They will arrange to visit your property and assess what adaptations are required.

Contact details for the Occupational Therapists (OTs) are as follows:

- Aberdeen City – 0800 141 2339 or email: [OTDuty@bonaccordcare.org](mailto:OTDuty@bonaccordcare.org).
- Aberdeenshire Council Occupational Therapy Service – 03456 081206
- The Moray Council Occupational Therapy Service – 01341 563999 or email: [accesscareteam@moray.gov.uk](mailto:accesscareteam@moray.gov.uk)

## What is an adaptation?

Adaptations to a property will enable clients to maximise their ability to live independently in their home.

## Does your home meet your needs?

Your home may not be suitable for you if you are elderly or disabled and can't get around the property or use all the facilities.

You may be able to get adaptations done to solve these problems or you may wish to consider the option of moving to a more suitable property. This can be discussed with your Housing officer who will be able to advise you of the different options available to you.

## What happens after you have been assessed?

If the outcome of the assessment is that you require an adaptation to be carried out, your OT will write to Castlehill informing them what is required. Castlehill will send out a letter to you to confirm that the referral from your OT has been received and will advise on waiting times.

Some adaptations are minor and can be completed quickly, e.g. grab rails, however some will take longer and may require planning permission and/or building warrants e.g. ramps.

## What happens next?

Following the recommendation from the OT that an adaptation is required, The Technical Assistant from Castlehill, along with a contractor may, if necessary, arrange with you to visit your home to draw plans of the works recommended.

Occasionally, your OT will also attend this visit to make sure the adaptation will suit your needs. You will then be contacted by the contractor who will confirm a start date and provide you with their contact details. If that date is not convenient it may be rescheduled.

If the job is minor, e.g. a grab rail installation, we will not need to arrange a visit, and instead a contractor will call you direct to book a time to carry out the work.

## What happens when the work is complete?

The Technical Officer will arrange to come and inspect any major work that has been carried out to make sure that it is satisfactory.

Should there be any problems or defects at this time the contractor will be instructed to fix them.

## Funding

All adaptations are funded through the Scottish Government. We are given a fixed amount of funding once a year, that is often quite limited. Once our funding has ran out, we operate a waiting list.

For more information on funding please see the "Guide for Prospective Tenants – about our adaptations services" leaflet.

## What happens if there is a fault after work is complete?

If a fault occurs within the 12 month period following completion of the works, you can contact the Technical Assistant who will arrange for the contractor to return and fix the problem.

If the fault occurs after the 12 month period following installation please report this as you would report any other repair.

Both the Technical Assistant and the Repairs desk can be contacted by calling the main switchboard on 01224 625822.

## What work could be carried out?

Alterations to or installation of standard amenities such as toilet, wash hand basin, level access shower and kitchen units as well as:

Ramps

Stair lifts or hoists ; Additional banisters

Widening doors to allow wheelchair access

Removal of thresholds at door ways

Lowering and adjusting kitchen units to allow wheelchair access

Lever taps

Grab rails ; Hand rails (external)