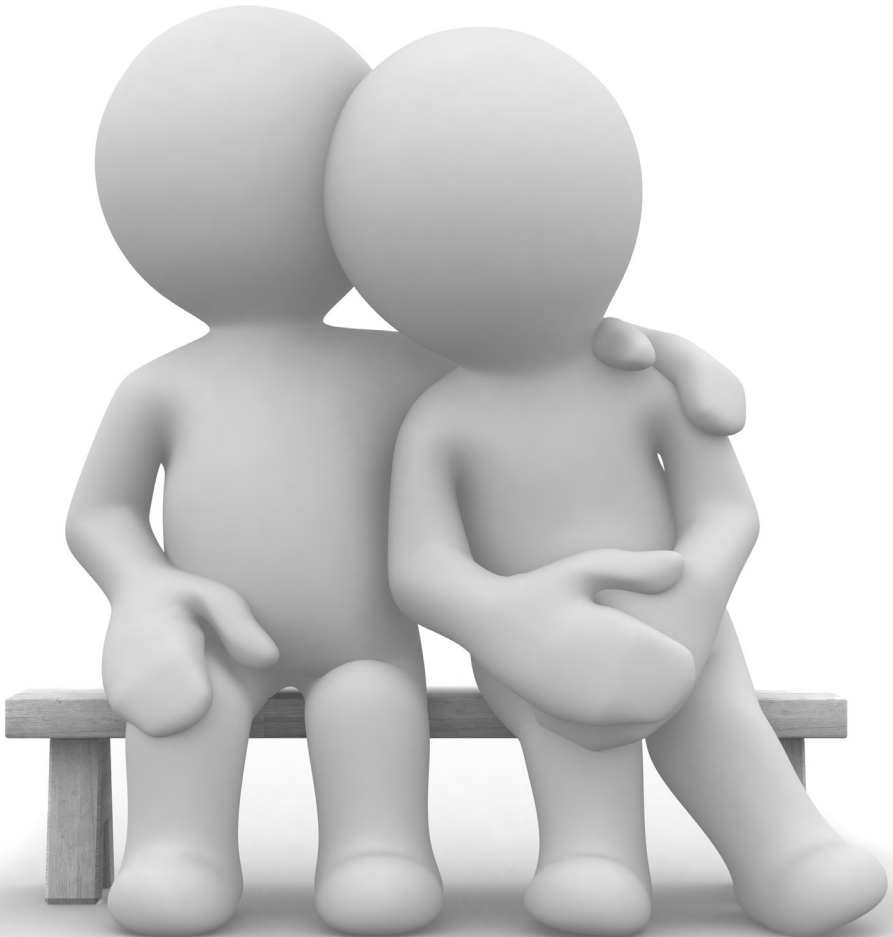


Adaptations for Older & Disabled People



Adaptations for older and disabled people

Derwentside Homes will:

- Develop and improve existing services for older and disabled customers;
- Develop new services in consultation with tenants to enable older and disabled people to keep their independence as far as practicable;
- Work with partner agencies to ensure we provide suitable services to meet the needs of older and disabled tenants to enable them to live independently in their homes;
- Help older and disabled tenants access services and offer advice about the types of services available to them.

Adaptations fall into two categories; **minor works** such as grab rails or handrails (usually where the work costs less than £500) or **major works**, such as provision of a shower or installing specialist equipment for example a stair lift.

Derwentside Homes provide minor works directly either by a self-referral basis or from a referral made by a health care professional. Major adaptations (and in exceptional cases a minor adaptation) are subject to a full assessment by an Occupational Therapist who works with Durham County Council's Health and Social Care.

Minor adaptations

Minor adaptations include fitting handrails, grab rails and other works costing less than £500. Derwentside Homes will strive to have the work carried out within seven days of the contractor getting the go-ahead to do the work.

In certain circumstances, most notably when the customer is awaiting discharge from hospital, minor adaptations will start within one day of directing the contractor to carry out the work.

Major adaptations

Include fitting lifts, changes to heating, installing showers and fitting ramps. Once the contractor is given the go-ahead, work will be completed within the following timescales.

Floor level showers, over bath showers and ramps	5 weeks
Change of heating (following installation of gas supply)	6 weeks
Straight flight stairlifts	6 weeks
Curved rail stairlifts	6 weeks
Vertical lifts	10 weeks

In certain circumstances, most notably where the customer is waiting for discharge from hospital, major adaptations will have shorter timescales.

Assessment for adaptations

You can apply for an assessment for adaptations in the following ways:

Minor work

For minor work; by contacting our aids and adaptations section by:

- Phone: 0800 783 9295 or 01207 521 100
- E-mail: customer.services@derwentsidehomes.co.uk
- In writing:

Derwentside Homes
Greengates House
Amos Drive
Greencroft Industrial Park
Stanley
County Durham
DH9 7YE

Major work

For major work:

- Through social services by phoning 08458 505 010, or
- By speaking to your health service professional (for example, a district nurse or physiotherapist)



This leaflet explains how we can provide aids and adaptations to help you live in your home. If you would like it translated or in a different format, contact us at the address below.

中文
Chinese

此传单解释了我们可如何提供协助和改造服务，帮助您在家中生活。如果您需要翻译版本或其他格式，请按如下地址与我们联系。

हिंदी
Hindi

ये लीफलेट ये बता सकता है कि हम आपको आपके घर ही होते हुए सहायता और मदद कैसे पहुंचा सकते हैं। यदि आपको ये अनुवादित रूप में या अन्य किसी फॉर्मेट में चाहिये, तब नीचे दिये गए पते पर हमसे संपर्क करें।

Magyar
Hungarian

Ez a szórólap elmagyarázza, milyen segítséget tudunk nyújtani Önnek abban, hogy beilleszkedjen otthonának környezetébe. Ha szeretne fordítást kapni róla, vagy más formátumban szeretné olvasni, forduljon hozzánk az alábbi címen.

Latviešu
Latvian

Šajā brošūrā paskaidrots, kā mēs varam nodrošināt līdzekļus un konstrukciju pielāgošanu, lai palīdzētu jums dzīvot savā mājā. Ja jūs vēlaties, lai to iztulko vai vēlaties to citā formātā, sazinieties ar mums izmantojot turpmāk minēto adresi.

Lietuviškai
Lithuanian

Šiame informaciniame lapelyje paaiškinta, kaip mes galime teikti pagalbinės priemonės ir pritaikytą įrangą, kad padėtume jums patogiai gyventi savo namuose. Jeigu norėtumėte teksto vertimo arba kitu formatu, susisiekti su mumis toliau nurodytu adresu.

Polski
Polish

Ulotka wyjaśnia, jak możemy zapewnić pomoc i adaptacje ułatwiające życie w mieszkaniu. Jeśli potrzebne jest tłumaczenie lub inny format dokumentu, prosimy o kontakt z nami pod poniższym adresem.

ਪੰਜਾਬੀ
Punjabi

ਇਹ ਇਸਤਿਹਾਰ ਇਹ ਵਿਆਖਿਆ ਕਰਦਾ ਹੈ ਕਿ ਆਪਣੇ ਘਰ ਰਹਿਣ ਵਿੱਚ ਮਦਦ ਕਰਨ ਲਈ, ਅਸੀਂ ਤੁਹਾਨੂੰ ਸਹਾਇਕ ਸਾਧਨ ਅਤੇ ਸੰਦਾਂ ਕਿਵੇਂ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਜੇ ਤੁਸੀਂ ਇਸ ਦਾ ਅਨੁਵਾਦ ਕਰਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫੋਰਮੈਟ ਵਿੱਚ ਕਰਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਪਤੇ ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اردو
Urdu

یہ لیفلیٹ وضاحت کرتا ہے کہ ہم آپ کو اپنے گھر میں رہنے میں مدد کے لئے امدادی آلات اور حسب منشاء تبدیلیاں کیسے مہیا کر سکتے ہیں۔ اگر آپ اس کو ترجمے یا کسی اور شکل میں



Customer Services

Derwentside Homes,
Greengates House,
Amos Drive,
Greencroft Industrial Park,
Stanley,
County Durham
DH9 7YE



0800 783 9295 or 01207 521 100



customer.services@derwentsidehomes.co.uk



www.derwentsidehomes.co.uk