

# **STATEMENT OF BEST PRACTICE IN JOINT WORKING BETWEEN GLASGOW CITY COUNCIL AND REGISTERED SOCIAL LANDLORDS**

## **PROVISION OF EQUIPMENT AND ADAPTATIONS**

### **1. PURPOSE OF STATEMENT**

To establish and define arrangements for effective joint working between GCC and Registered Social Landlords relating to the delivery of equipment and adaptations service for tenants, their family/household members.

This statement is part of a suite of thirteen, which together attempt to foster productive joint planning and working arrangements between Glasgow City Council (GCC) and Registered Social Landlords (RSLs).

It should be noted that the Scottish Government has issued draft guidance on the provision of equipment and adaptations by health and local authorities. The statement of best practice may require review once the guidance is finalised.

### **2. CONTEXT**

The Glasgow City People with Physical Impairments Strategic Framework 2004-2014 estimated that there are around 47,000 adults with a physical impairment in Glasgow. Many people with a physical disability can be suitably housed without special design features or major adaptations to their home but accessibility is undoubtedly a major issue for Glasgow. The Scottish House Condition Survey recorded 25,000 dwellings in Glasgow requiring adaptations and 31,000 where aspects of the home restricted the activity of someone in the household with a long-term illness or disability. Less than 1% of Glasgow's housing stock has been assessed as barrier free or wheelchair accessible, primarily because of unsuitable bathrooms. The Council estimates the shortfall for wheelchair standard housing at 597 units. Much of Glasgow's housing stock consists of tenemental or multi-storey properties which are difficult to adapt successfully.

Glasgow carried out a strategic review of equipment and adaptation services, which reported in October 2007. The review was charged with a challenging agenda and had involved a root and branch examination of the core activities of provision. The review also considered the findings of two national reports on the provision of adaptations and equipment "Adapting to the Future", (Audit Commission 2003) and "Equipped for Inclusion" (Scottish Executive Strategic Forum, 2003). From the outset, the review was conducted in partnership with other organisations with responsibility for the provision of substantial

consultation exercise and this enriched the review activities and confirmed the key areas for change.

The review recommended that:

- A self-assessment service model is introduced in Glasgow. It should consider duty of care, risks and benefits and costs of provision issues. The model should capitalise on the success of the Joint Equipment Store and the development of the Glasgow Access Centre. It is proposed that the model be piloted in the East Community Health and Care Partnership.
- Feasibility/business plan to assess the opportunity to establish an integrated centralised major adaptation service for Glasgow.
- A renewed commissioning strategy for stair lifts based on outline specification produced from current service analysis and drawing from best practice models.
- Joint public information portfolio across service users pathway (based on the best practice example of Sheffield Council/NHS Partnership).
- Production of joint policies, procedures and guidance for provision of equipment and adaptations across service provision.
- Development of performance framework that takes account of need for IT developments and is able to meet local and national requirements set improvement targets and core standards.

Development work is required to develop an action plan in partnership with all organisations with responsibility for the provision of equipment and adaptations.

### **3. PRINCIPLES**

#### **Disability**

The Disability Discrimination Act 1995 uses a 'medical model' of disability and defines disability as follows:

*'A person has a disability... if he has a physical or mental impairment which has a substantial and long-term adverse affect on his ability to carry out normal day-to-day activities.'*

However, this statement follows good practice guidance and uses a social model of disability, which emphasises the disabling nature of society and the barriers created within the environment, and sees those barriers as being what disables people, not the functional limitation or impairment of the person. Disability is defined as:

*“the loss or limitation of opportunities that prevents people who have impairments from taking part in the normal life of the community on an equal level with others due to physical and social barriers”.*

The aim of this Joint Statement of Best Practice is to ensure that the provision of equipment and adaptations is a smooth and seamless process from the user and carer perspective. The objectives are to:

- Ensure an inclusive approach to the planning and delivery of adaptation services.
- Reduce bureaucracy and streamline service delivery.
- Improve the speed, efficiency and effectiveness of service provision.
- Share information about systems, roles and remits.
- Ensure that users and carers have access to up to date and relevant information on equipment and adaptations. They should receive advice and information to enable them to participate in informed decisions about the outcomes they wish to achieve.
- Ensure that access to assessment is fair and consistent. There should be no discrimination on the grounds of race, disability, gender, age, sexual orientation, religion or belief or type of community setting. Agencies should ensure that people with special communication needs and those from minority ethnic backgrounds can participate in their assessment.
- Promote good practice and partnership working in relation to equipment and adaptation provision to improve outcomes for users and carers.

#### 4. LEGISLATIVE AND POLICY CONTEXT

The legislation that underpins equipment and adaptation provision in Scotland is substantial and it broadly sets out the duties and powers of local authorities, NHS and Registered Social Landlords. Legislation and guidance relevant to this statement includes:

*Social Work (Scotland) Act 1968*  
*Chronically Sick and Disabled Persons (Scotland) Act 1972*  
*National Health Service (Scotland) Act 1978*  
*Disabled Persons (Services, Representation, and Consultation) Act 1986*  
*Housing (Scotland) Act 1987*  
*The Data Protection Act 1998*  
*Human Rights Act 1998*  
*Disability Discrimination Act 1995*  
*Children (Scotland) Act 1995*  
*Adults with Incapacity Act 2000*  
*Regulation of Care (Scotland) Act 2001*  
*The Housing (Scotland) Act 2001*  
*Community Care and Health (Scotland) Act 2002*  
*National Health Service Reform (Scotland) Act 2004*  
*Disability Discrimination Act 2005*  
*The Adult Support and Protection (Scotland) Act 2007*

*Community Care: The Housing Dimension (Circular SWSG 7/94)*  
*Community Care: A Joint Future (Joint Future Group 2000)*  
*Building Standards (Scotland) Amendment Regulations 2001*  
*Single Shared Assessment of Community Care Need (Circular CCD 8/2001)*  
*Charging Policies for Non-residential Services that Enable Older People to Remain in their Own Home (COSLA 2002)*  
*Glasgow City Council Management of Community Equipment and Adaptations (Audit Scotland 2003)*  
*Single Shared Assessment – Glasgow Framework (GCC Social Work Services/GGNHS 2003)*  
*Adapting to the future: Management of Community Equipment and Adaptations*  
*- A Baseline Report (Audit Scotland 2004)*  
*Equipped for Inclusion: The Strategy Forum: Equipment and Adaptations – A Baseline Report (Audit Scotland, 2004)*  
*Framework for OT Integration (GCC Social Work Services/GGNHS 2004)*  
*Joint Protocol for Provision of Equipment (GCC Social Work Services GGNHS and East Dunbartonshire Council 2005)*  
*Equipment and Adaptations Guidance for Health and Local Authority Partnerships: consultation draft (Scottish Government, 2008)*

## 5. ADAPTATIONS

### Definitions

The Scottish Government guidance describes equipment and adaptations as collective term for a range of products and changes to the fabric of the building that enables people of all ages to carry out ordinary activities of daily life that have been affected by impairment, ill-health, traumatic injury or the effects of aging. It includes assistive technology, but not anything that is invasive to the body.

An individual of any age, with any illness or disability may benefit from some type of equipment or adaptation to improve their quality of life. This could be provided on a short or long-term basis, depending on the persons' assessed needs.

The Scottish Government guidance recommends that local partnership work together to agree their models of provision for equipment and adaptations. Further work is being undertaken to clarify definitions. At present however the following definitions are applicable. See Appendix 1a for roles and responsibilities as outlined by the Scottish Government Guidance Review Group (24.3.06).

### Temporary Adaptations

Temporary adaptations are those that may be removed from the property or redeployed when no longer required by the person for whom they were provided. The funding for temporary adaptations in RSL properties is the responsibility of GCC Social Work Services. This work includes temporary metal ramps, track hoists and stair lifts.

### Permanent Adaptations

Permanent Adaptations are those that are intended to remain in the property and relates to alterations to the structure of the property. They are funded by RSLs (subject to resource availability) and are classified as minor or major. RSLs are also responsible for maintenance of permanent adaptations.

- A **minor** adaptation is defined as a change that does not affect the overall structure of the dwelling e.g. handrails, lever handles, over-bath showers.
- **Major** adaptations are defined as permanent, structural changes to the dwelling e.g. widening doors, installation of a through lift, kitchen adaptations, wet-floor bathrooms and extensions added to the property.

Appendix 1b gives examples of temporary and permanent adaptations.

## **6. REFERRAL PROCESS**

The starting point of the referral should be the needs experienced and identified by the disabled person. The process should be transparent, equitable and offer informed choice to the consumer on both outcome and methods of delivery at all stages.

The initial enquiry/application will be made directly by the tenant, carer or relative or through the intervention of any other agency, or by Social Housing Providers. A form has been developed for this purpose and is attached in Appendix 2. Social Housing Providers will hold a stock of "Application for Occupational Therapy Service" forms where a referral is required for an OT assessment of need. Completed forms should be sent to the appropriate CHCP area office.

### **Screening of Referrals**

Social Work Services will screen all referrals, on the basis of information received at point of referral. This will identify the appropriateness of Occupational Therapy intervention and level of assessment required, and to determine priority of the request for services. The allocated priority given will determine the timescale for assessment.

Referrals categorised as complex will be seen by an Occupational Therapist and non-complex by a Social Care Worker. See Appendix 3 for a breakdown of the levels of responsibility. Social Work Services will forward their recommendation to Social Housing Providers using the agreed CL1 proforma, which is attached in Appendix 4

To assist with the initial screening and prioritisation of referrals to the Occupational Therapy service it is important that as much information as possible is provided. If a request for Occupational Therapy is not allocated due to its low priority the person requesting the assessment will be advised of this. The current priority criteria are attached in Appendix 5.

## **Holistic Option Appraisal**

A holistic option appraisal should be carried out in conjunction with RSL staff to assess the housing options and alternatives available to the tenant where the cost of the work is likely to exceed £10,000 or where property may not be suitable for the individual or for other reasons (e.g. where it is not technically possible to carry out the adaptation proposed). The appraisal should be a detailed analysis of the social rented, private rented and owner occupation (including benefits based mortgage options, Homestake and Special Needs Capital Grant solutions). The risks and benefits to the individual of a change in location or support should be considered carefully before any move or change is confirmed.

## **Information**

A leaflet detailing the detailing the Occupational Therapy Service in CHCPs is being developed. This will describe the equipment and adaptations service and how users and carers can access this. The leaflet will be in an easy to understand format, written from a users perspective and made available in other formats that are required (e.g. Braille, audio, other languages). Social Landlords, including GHA, LHOs and RSLs will be given a supply of these, to distribute as appropriate. These will also be placed on Glasgow City Council's website.

## **7. EQUIPMENT**

### **Equipment Provision**

It is GCC Policy that the Independent Equipment Service (EquipU) is responsible for the provision, maintenance, delivery, installation and uplift of a range of disability equipment supplied by health and social work services to disabled people living at home. It is run in partnership between six West of Scotland Local Authorities (including GCC) and NHS Greater Glasgow and Clyde as part of the Joint Future Initiative. Examples of equipment provided include raised toilet seats, bath boards/seats and bed or chair raisers.

### **Joint Protocol**

The joint protocol is an inter-agency agreement between the members of Equipu on the timescales for assessment and handling, delivery and management of the provision of equipment.

**Specifically, the joint protocol seeks to:**

- Streamline the access to service provision
- Improve the speed, efficiency and effectiveness of service delivery
- Maximise use of resources

The protocol is a jointly agreed framework to guide decision-making on the areas identified and to deliver the procedures, which should be followed to ensure a multi-agency and multi-disciplinary approach. Particular attention is paid to standards that will be used by all disciplines involved in carrying out assessment and administrative processes.

**Referral Process**

The referral process for equipment provision would be the same as described for adaptations in Section 6.

**Self-assessment**

The Best Value Review recommended that a self-assessment service model for minor equipment be introduced in Glasgow. A Pilot is currently being planned within East CHCP. If successful, the pilot will be rolled out across Glasgow City. Tenants can currently self assess only for internal grab rails and external handrails. –See Appendix 6 for self-assessment application form.

**8. ALLOCATIONS AND VOIDS**

**Adaptations Register**

Registered Social Landlords are responsible for developing and updating a database to record all “major” adaptations carried out to their properties, to ensure that a comprehensive “Adaptations Register” is established. They will also be responsible for updating the Adaptation Register of properties in their area of operation.

**Void Property**

Registered Social Landlords should ensure that void inspections provide information on adaptations that have been carried out and the suitability of the property for use by a disabled person. RSLs should assess all ground floor properties and flatted accommodation with lift access (up to five storeys) for suitability for use by a disabled person (with or without further adaptations).

RSLs will, through void inspections, consider the value of re-using equipment that can be removed from properties. They will advise GCC's joint equipment store (EquipU) where equipment supplied by them remains in a property following tenancy termination.

### **Allocations- Housing Assessments**

RSLs should aim to re-let properties with 'major' adaptations to a person who will benefit from those adaptations. Where a house has been adapted for a wheelchair user, RSLs should seek to offer the property to a person who needs wheelchair accommodation. This may require liaison with the Occupational Therapy Service, other RSLs and organisations such as Accessible Housing Solutions to identify suitable applicants.

Where an offer is being considered, Registered Social Landlords will make a formal written request to the Occupational Therapist in the area that the tenant currently lives, whether they are staying within that area or moving to another area within Glasgow. The RSL will advise the tenant that an offer of a tenancy is being considered. This will be on a conditional basis and will be confirmed only if the property is appropriate for their needs or suitable for adaptation.

An Occupational Therapist will arrange with the appropriate housing officer to view the property. Consideration will be given to the appropriateness of joint visiting. An Occupational Therapist report for Housing Assessment will be provided to the Housing Provider indicating the suitability of the tenancy for the individual, detailing any adaptation or equipment necessary to meet the tenants' needs. The report will be provided no later than 15 working days from the date of written request.

On receiving the report, the Housing Officer will contact the prospective tenant and inform them whether the tenancy is considered suitable for their needs and if a formal offer is to be made. It will be made clear to the tenant that all communication in this respect should be directed to the Housing Officer. See Appendix 7 for the Housing Assessment Form.

If the adaptations required to meet the individuals' needs exceed £10,000, a holistic assessment of the households needs should be carried out (See Section 6 above).

## **9. INVESTMENT AND NEW BUILD**

### **Investment**

Any investment programmes to upgrade existing stock should take the needs of disabled people into account. Approved document Part M of the Building Regulations can also be a useful reference point if, as a service provider, you have to make adjustments to the physical features of your existing premises to comply with the Disability Discrimination Act. As part of the planning process for investment in an area, particularly in the provision of kitchens and bathrooms and electrical rewiring, RSLs should seek to establish whether there are disabled people living in the households. Any such individuals identified should be discussed with Social Work Services to determine appropriate provision.

### **New Build**

All RSL new build properties should meet minimum standards for barrier free accommodation. In line with the Glasgow City Council Local Housing Strategy, a proportion of new build RSL properties will be built to fully wheelchair accessible standard.

RSLs should seek to offer new build property, which has been designed to wheelchair standard to a household that needs wheelchair accommodation. This may require liaison with the Occupational Therapy Service, other RSLs and organisations such as Accessible Housing Solutions to identify suitable applicants. Ideally the offer should be made early in the design or build to allow the work to meet the needs of the household identified. The Occupational Therapy Service should be involved in this process, using the Housing Assessment Form.

### **Regeneration**

Where RSLs are planning to carry out housing renewal in an area, it is agreed between the agencies that advice from the SWS Occupational Therapy Service will be sought and made available regarding houses occupied by disabled people. This is to ensure that improvements made by the housing providers to existing homes and the design of new build homes are appropriate, to meet the requirements of disabled people.

## **10. TRAINING**

Joint training for RSL and relevant GCC and CHCP staff will be arranged in accordance with the Statement of Best Practice on Joint Training.

## **11. PERFORMANCE STANDARDS/TIMESCALES**

Each of the agencies involved in the delivery of the services will carry out their own internal monitoring procedures in order to ensure that the service is being provided to clients/tenants within the terms of these Statements of Best Practice and any subsequent guidance.

There are timescales governing the processes of referral, assessment and provision between the agencies. For description of timescales, see Appendix 8.

## **12 MONITORING**

### **Joint Equipment and Adaptation Implementation Group**

This Group which will involve representatives of all agencies involved in the process will be convened by GCC will have responsibility for overseeing the service provided to clients/tenants.

The Joint Equipment and Adaptation Implementation Group will: -

- Monitor the implementation of any timescales set out in this Joint Statement.
- Receive reports from all agencies involved in the provision of the service e.g. delivery of the Occupational Therapy Service, including the consistent application and completion of recommendations made, the delivery of the service, the operation of the Greater Glasgow Independent Living Equipment Store, customer satisfaction with the process.
- Produce reports on the service provided to be circulated as appropriate to any joint strategy groups and others involved in the implementation of the Joint Community Care and Children's Plans.

Appendix 1a

	Gen 90	Circular SWSG7/94 5458 - Community Care - The Housing Dimension	
	Not comprehensive Will be grey areas – supply to depend on assessment of need Delays should avoided by local procedures	Allocation of resources not rigid – on occasion departures may be necessary to avoid delays to users	
<b>Health boards</b>	Relating to the management of an illness To facilitate home nursing care Rehabilitation [from hospital] Where skills of a particular discipline are needed for this	Relating to the management of an illness To facilitate home nursing care Rehabilitation [from hospital] Where skills of a particular discipline are needed for this The installation of home dialysis equipment and units including associated costs.	Environmental control equipment to give the person or child a measure of independence and make care at home easier for relatives.
<b>Local authority social work</b>	Help disabled person achieve greater independence within own home and predominately domestic in character  <i>Contribute towards the cost of adaptations to houses where these costs not met by local housing authority</i>	Aids or equipment of a domestic character to afford the person or child greater independence within the home  Equipment [adaptations] installed in <b>public sector</b> housing authority houses to meet the needs of a particular disabled person, which might be removed when no longer required  For <b>private sector</b> adaptations Social Work Department may contribute at its discretion towards the occupier's or, dependant's share of the costs.  <i>make available specialist advice to housing authorities</i>	
<b>Housing authority</b>	Structural adaptations to houses to make suitable for disabled person  Housing subsidy for own housing stock  Contribute to cost for privately owned houses	Adaptations designed to make dwellings suitable for particular disabled persons, and for disabled persons generally, and which are essentially <b>permanent</b> in nature  Private Landlord or owner-occupier - possible improvement grant assistance paid for by local housing authorities and met from the non-Housing Revenue Account housing capital allocations.	For community alarms, social work/housing arrangements differ between areas, and it is for social work authorities and housing providers to determine the appropriate responsibility for capital and revenue funding to meet local circumstances.  Environmental control equipment to give the person or child a measure of independence and make care at home easier for relatives.

## Appendix 1b

### **Permanent adaptations**

Through floor lifts  
Raised / lower power points / switches  
Lever taps  
External banisters  
Garden Fencing  
Path widening and repair  
Ramp – concrete  
Entry phone system  
Showers over bath or walk in  
Resiting wash hand basins/WC  
Alterations / resiting of kitchen units  
Additional bedroom/extensions  
Additional bathroom  
Garage facilities for electric wheel chair  
Track for ceiling hoist

### **Temporary adaptations**

Track hoist (ceiling)- hoist and sling only  
Stair lift  
External lift  
Grab rails  
Safety gates  
Ramp (metal)  
Door Entry system  
Flashing light system  
Shower loos  
Closomat toilet  
Special baths



**How we use your information**

The information you supply on this form will only be used by The Glasgow Housing Association Ltd and Occupation Therapy Services to assess the applicants needs regarding allocation of properties

**Appendix 2**

**APPLICATION FOR  
OCCUPATIONAL THERAPY SERVICES**

Surname:	Address:  Postcode:
Title:	
Forename:	
Date of Birth:	
Phone Number:	
Do you live alone?	

**PERSON COMPLETING FORM (if different from above):**

Name:	Phone Number:
Address:	Relationship to person:

Who owns your home Please tick the relevant box below	If you receive help from any of the services below please tick the relevant box
Owner occupied <input type="checkbox"/>	Home care <input type="checkbox"/>
Housing Association <input type="checkbox"/>	District Nurse <input type="checkbox"/>
Privately rented <input type="checkbox"/>	Day Centre <input type="checkbox"/>

Type of accommodation:

What are your medical problems?

What is your **MAIN** difficulty?

If you have had equipment supplied by an Occupational Therapy Service please list items below:

Is English your first language?	Yes/No
Do you require an interpreter?	Yes/No if yes, give details

**PLEASE ONLY TICK THE BOXES TO THE QUESTIONS THAT APPLY TO YOU**

**MOBILITY (please tick):**

	INDOORS	OUTDOORS
Do you use a walking stick		
Do you use a walking frame		
Does someone push you in your wheelchair		
Do you use a self-propelled wheelchair		
Do you use an electric wheelchair		

**LET US KNOW WHICH ACTIVITIES ARE A PROBLEM FOR YOU (please tick)**

	Able	Difficult	Not able	Does not apply
Walking indoors				
Steps/stairs inside the home				
Steps/stairs outside the home				
Getting to the toilet				
Getting on/off the toilet				
Getting to your bed				
Getting on/off your bed				
Getting in/out of your chair				
Washing at your sink				
Getting into/out of the bath				
Using overbath shower				
Using walk-in shower				
Getting dressed				
Answering the telephone				
Answering your front door				
Preparing yourself a snack/drink				
Preparing yourself a meal				

**Please only complete this box if you are the person giving care and support to the applicant**

Help provided by carer (spouse, relative, friend etc.)

What are your main problems in providing care and support?

Is there anything else you think we should know?

DECLARATION OF CONSENT: It may be necessary for us to contact your GP to clarify your medical details. Please enter your GP's name details in the box below.

<p>GP's name: Address:</p> <p>Tel no:</p>	<p>DECLARATION: I agree/do not agree to you contacting my GP for clarification of my medical details.</p> <p>Signature:</p>
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**Thank you** for completing this application form. Please sign and date it below to indicate you have either; provided the details or agree with the details provided on your behalf.

Signature \_\_\_\_\_ Date \_\_\_\_\_

**Please return this application form in the self addressed envelope to:**

**Occupational Therapy Department  
<Insert Address>**

**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS FORM**

### Appendix 3 Division of responsibilities

Allocation	Category	Indicators
Occupational Therapist	Complex	<p>Instability in health or care needs, with associated requirement for continuous assessment and adjustments to care package.</p> <p>Complex/multiple inter-related health difficulties resulting in significant care needs.</p> <p>Requirement for accountability for expensive care package Recommendation and/or provision of major adaptations (e.g. level-access shower; ramp; toilet conversion)</p> <p>Recommendation and/or provision of lifting equipment (e.g. hoists; stairlifts; step-lifts, etc)</p> <p>Representation to Private Sector Grants in support of client application.</p> <p>High risk of breakdown of care package</p> <p>Resettlement following long-term care</p> <p>Rehabilitation and enablement</p>
Social Care Worker	Non-complex	<p>Relatively stable health or care needs with limited requirement for periodic re-assessment</p> <p>Low risk of breakdown of care package</p> <p>Recommendation and/or provision of minor adaptations</p> <p>Clearly defined needs</p> <p>Other designated duties to support Occupational Therapist</p> <p>Specifically, the SCW can assess and provide for:</p> <p>Equipment from EquipU Prescribed List</p> <p>Over-bath showers (GHA and socially rented properties only)</p> <p>Handrails</p> <p>Door entry systems</p>

## Appendix 4 CL1 form Recommendation for permanent adaptations

1. Name	4. Date of Referral to Social Work Services
<input type="text"/>	<input type="text"/>

2. DOB	5. Date of Assessment
<input type="text"/>	<input type="text"/>

<b>3. Current Address of Client</b>	<b>6. Originally Referred From:</b>
Name of House Holder/Tenant:	
Address:	
House Position:	
Glasgow                      Post Code:	
Telephone No:	

7. Adaptations/s recommended:	P1	P2	P3	P4	Site Visit
a)					Yes/No
b)					
c)					
d)					

Signed:	Date	Occupational Therapist
Signed:	Date	Social Care Worker
Signed:	Date	Practice Team Leader
Signed:	Date	

OT Office Location: Social Work Services	Address:
	Tel No

**8. Medical Condition/Nature of Disability:**

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**9. Presenting Difficulty with Property/Environment**

a)
b)
c)
d)

**10. How Client is Presently Coping with Above Difficulty**

a)
b)
c)
d)

**11. Outline the Options Considered by OT and Client Prior to this Request for a Permanent Adaptation and the Outcome:**

Option/s: Adaptation	Outcome

**12. Suitability of Property for Adaptation. Please tick as appropriate:**

a) the property with adaptation is likely to meet the client's long term needs	
b) the property is unlikely to meet the long term needs of the client even with adaptation	
Please expand below:	
c) Outline client's view regarding suitability of property and any discussions regarding possible re-housing:	

**13. Details of Household Members**

(if no other household members, please enter "none")

Name	Age	Relationship to client	Disability	Employment

**COMMENTS**

Please provide details of any further circumstances or information, which you consider to be relevant to this application:

## **Appendix 5 Occupational Therapy Services – Prioritisation Criteria**

### **P1 Client or carer is at immediate risk (Physical/Mental Health)**

Client unable to carry out essential daily activities with/without a carer.  
High probability of requiring admission to care if service not provided.  
Services essential to enable hospital discharge.

**Example:**

Facilities to enable access to toilet  
Specialist equipment/adaptation to avoid admission/re-admission & support discharge

Repair of equipment/adaptation to avoid risk to health and safety

### **P2 Client or carer is imminently at risk (Physical/Mental Health)**

Client **has difficulty** in carrying out **essential** daily activities, and has no regular support.

Reasonable probability of breakdown in living arrangement if service not provided.

Services required to prevent deterioration in health.

Services required to enable normal development of children.

Time-limited response required by other agency – e.g. housing transfer requests.

**Example:**

Needs for assisted access to bathroom/bedroom

Specialist bathing facilities to manage health condition

Specialist equipment/adaptation to avoid deterioration of health

Specialist facilities to assist children in normal day to day activity

### **P3 Safety and well-being of client/carer potentially at risk in normal daily activities.**

Client has difficulty in carrying out essential daily activities, but has suitable support available.

Facilities required to promote independence of disabled/elderly person

Facilities required to prevent need for more costly alternatives.

**Example:**

Specialist bathing facilities

Specialist equipment to support independence

Kitchen adaptation to enable independent cooking

### **P4 Services to promote quality of life, additional to essential requirements.**

**Example:**

Assisted access to garden area and other non essential areas of home; facilities to support recreational use of kitchen e.g. baking

**Appendix 6- APPLICATION FOR EXTERNAL OR INTERNAL HANDRAILS**

Housing Associations are now responsible for installation of handrails. Please return the completed form to your local housing office.

SURNAME: ..... FIRST NAME: .....

ADDRESS: ..... : .....

..... POST CODE: .....

AGE: ..... TELEPHONE NUMBER: .....

HOUSE OWNERSHIP - Glasgow Housing Association/.....Housing Association/ (Please delete as appropriate)			
HOUSE TYPE - Tenement flat/four in a block/semi/detached/terraced (Please delete as appropriate)			
Why do you need a handrail? .....			
Do you use any of the following - walking stick / zimmer / wheelchair (Please delete as appropriate)			
<b>WHERE DO YOU NEED THE HANDRAIL? – PLEASE TICK</b>			
Inside House <input type="checkbox"/>	Left Hand Side (Going Up) <input type="checkbox"/>	Right Hand Side (Going Up) <input type="checkbox"/>	Steps Covered <input type="checkbox"/>
Inside Close <input type="checkbox"/>	Left Hand Side (Going Up) <input type="checkbox"/>	Right Hand Side (Going Up) <input type="checkbox"/>	Steps Covered <input type="checkbox"/>
External Front/Close Entrance <input type="checkbox"/>	Left Hand Side (Going Up) <input type="checkbox"/>	Right Hand Side (Going Up) <input type="checkbox"/>	Steps Covered <input type="checkbox"/>
External Back/Close Entrance <input type="checkbox"/>	Left Hand Side (Going Up) <input type="checkbox"/>	Right Hand Side (Going Up) <input type="checkbox"/>	Steps Covered <input type="checkbox"/>
External Path/Gate <input type="checkbox"/>	Left Hand Side <input type="checkbox"/>	Right Hand Side <input type="checkbox"/>	Steps Covered <input type="checkbox"/>
Comments: -			

**Social Work Referred**

**Tenant Referred**

Signature: .....

Signature: .....

Date: .....

Date: .....

**Note for Housing Services Staff**

Please confirm that all owner-occupiers have been advised of any installation of a handrail to common areas by ticking this box:

**Appendix 7**

**OCCUPATIONAL THERAPY REPORT  
FOLLOWING ASSESSMENT OF HOUSING**

The facilities detailed in the assessment attached relate to the criteria set out within Housing for Varying Needs, Design Guide Volumes 1 and 2 and, where appropriate, the Glasgow City Council Standard Specification Folder for Permanent Adaptations.

The housing provider will, where available, indicate the current provision concerning the house being assessed. The person undertaking the visit to the house will complete the assessment form to provide a full report on the current provision. The assessment will take into consideration the needs of the client and or their family. The report on the suitability of the house, or otherwise, as indicated below, will be forwarded to the housing provider requesting the assessment.

**REPORT ON ASSESSMENT**

Following assessment the house inspected:

1. Should NOT be offered to the client or their family  
The reasons for making this recommendation are:



2. May be offered to the client or their family without adaptation  
Comments



3. May be offered to the client or their family following completion of the adaptations listed on the Recommendation for Permanent Adaptation attached. Additional Comment



<b>Signed:</b>	<b>Date</b>	<b>Occupational Therapist</b>
<b>Signed:</b>	<b>Date</b>	<b>Social Care Worker</b>
<b>OT Office Location</b>	<b>Address:</b>	
	<b>Tel Number:</b>	

## INFORMATION ON ADAPTED HOUSING

**HOUSING PROVIDER:** .....

House Type:
Address:
House Position:
Post Code:

Adaptation	Available to House	Comments
Access		
Fully wheelchair accessible		
Partially wheelchair accessible		
Paved area(s)		
Wide paths		
Charging space for wheelchair		
Automatic door opening device		
Door entry system		
Door entry system for hearing impaired person		
External light		
Ramped		
Parking facility		
Designated car parking space		
Dropped kerb		
Garage		
Car port		
Constr details		
Fenced		
Extension for accessible facilities		
Ready room		
Suitability for extending house		
Local environment		

**Please use a separate sheet if you wish to make further comment or add more information.  
Page 3 of 4**

## 6 INFORMATION ON ADAPTED HOUSING: INTERNAL ADAPTATIONS / SITUATION

Adaptation	Available in House	Comments
Access		
Barrier Free		
Fully Wheelchair Accessible		
Partially Wheelchair Accessible		
Door(s) Widened		
Through Floor Lift (inside house)		
Lift Available		
Other		
Kitchen Adaptations		
Kitchen adapted for Wheelchair User		
Major Kitchen Adaptations		
<b>Minor Kitchen Adaptations</b>		
Other		
Bathroom Adaptations		
Wet Floor Bathroom		
Level Access Shower		
<b>Stepped Access Shower</b>		
Over bath Shower		
Other		
<b>Electric sockets/switches altered</b>		
<b>Telephone socket/s</b>		
Housing Alarm		
Internal Layout / Facilities		
Separate WC and WHB		
Grabrails		
Handrails		
Storage		
Intercom Available		
<b>Concierge Available</b>		

Please use a separate sheet if you wish to make further comment or add more information on a particular room.

***Targets and Timescales for Processing Adaptations***

	<b>Action</b>	<b>Target Timescale</b>
Referral	OT to acknowledge receipt of the referral, provide a copy of the form to RSLs where appropriate, and also to the person requesting the adaptation	Within 5 working days
Assessment	OT to assess and make recommendation to RSL Target timescales for completion of assessment by GCC SWS for Priority 1 and 2 cases,  Priority 3 and 4 cases (However, there are currently waiting lists on Carefirst)	20 working days (P1 and P2)  30 working days (P3 and P4)-
Recommendation	Once GCC SWS have completed their assessment a "Recommendation of Permanent Adaptation" will be forwarded to RSLs –	Within 2 working days of completion of the assessment
	RSL will inform the tenant and the referrer of the outcome of the recommendation request following receipt of the proforma (e.g. to go ahead with the adaptation/register it as a request that cannot be currently funded/deferred approval/not feasible for a given reason	Within 5 working days
Provision	RSL to register the request, carry out property and tenancy checks and inform the tenant and the OT of the outcome of the recommendation request	Within 5 working days of receipt of recommendation
Joint visit	Where Social Work Services request RSL to participate in a joint visit  Void properties  All other requests	Respond to the request within 2 working days  5 working days for all other circumstances.
Completion	RSL to notify SWS when adaptation completed	5 working days from completion
Advice prior to letting	Where the RSL requests advice from Social Work prior to letting a property and this requires a home visit, the OT will complete 'Housing Request for an Assessment Form' and return it the RSL	Within 15 working days from the date of the written request.

## GHA repair codes

Repair Code	Timescale
<b>DO2</b> e.g. Widen doors, Provide intercom, Provide WC and WHB; Renew, shower base, Provide lever taps, -	Completed within 10 days
<b>DO3</b> e.g. Provide level access or walk in shower, Provide over bath shower, Lower bath, Resite kitchen units, Repair/widen steps; Provide external light	Completed within three months
<b>DO4</b> e.g. Provide through floor lifts, Provide wet floor bathroom, Provide additional bathroom, Major kitchen adaptations, Provide central heating, Provide parking area, Widen path, House extension	To a programme of work agreed with by all of those involved in delivery of the adaptation

**Tenants should be advised that the overall timescale can depend on the priority rating arising from the OT assessment, availability of funding and the complexity of the adaptation.**