



## **SHA Stage III Medical Adaptations Policy**

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## **1.0 INTRODUCTION**

- 1.1 This policy statement outlines the way in which Southside Housing Association (SHA) (referred to as ‘The Association’) will adapt our mainstream properties to meet the needs of a tenant or a member of a tenant’s household (‘referred to as the ‘Person’) who have a physical or mental disability.
- 1.2 The following policies should also be referred to in respect of our approach to medical adaptations:
  - 1.2.1 Reactive Repairs Policy
  - 1.2.2 Planned Maintenance Policy
  - 1.2.3 Allocation and Void Policy

## **2.0 POLICY BACKGROUND**

- 2.1 This policy has been developed by making reference to the following:
  - 2.1.1 ‘Guidance on the Provision of Equipment and Adaptations’, Scottish Government 03/2022
  - 2.1.2 ‘Evaluation Of Adapting for Change’, Scottish Government 09/2017
  - 2.1.3 ‘Adapting for Change - Final Report of the Adaptations Working Group’, Scottish Government 11/2012
  - 2.1.4 ‘Adaptations Aids and Equipment’, Scottish Government Advice Note 2015
  - 2.1.5 ‘Guidance on the Provision of Equipment and Adaptations’, Occupational Therapy Service/Glasgow City Council 2015
  - 2.1.6 RSL Adaptations Budget and Funding Criteria For 2012-13, Scottish Government
  - 2.1.7 Housing Adaptations (Major), SPICe Briefing, The Scottish Parliament 03/2116

## **3.0 POLICY OBJECTIVES**

- 3.1 Southside Housing Association recognises that medical adaptations can significantly enhance the quality of life of its tenants and allow them to remain within their own home for as long as possible. Medical Adaptations is a multi-agency process, and the Association acknowledges that as such, we rely on other agencies to:
  - 3.1.1 Assess the needs of our tenants or a member of their household.
  - 3.1.2 Provide funding for the Association to carry out adaptations.

#### **4.0 POLICY IMPLEMENTATION**

4.1 Implementation of this Policy is detailed in the Association’s procedural documents, ‘Medical Adaptations Procedure and Process Map’. The Director of Property Services & Investment is responsible for supervising and reviewing the implementation of this Policy.

#### **5.0 DEFINITION OF A STAGE 3 MEDICAL ADAPTATION**

5.1 Stage 3 Adaptations are defined as works to modify a property to suit the changing needs of a tenant (and or tenant’s household), where these could not reasonably have been identified when the house was originally provided. Adaptations aim to restore or enable independent living, privacy, confidence and dignity as well as improve confidence, skills, mobility and reduce symptoms.

5.2 Stage 1 & 2 Adaptations are Pre-Construction or New Build Adaptations carried out by the main Contractor prior to building completion.

5.3 This policy concentrates on Stage 3 Adaptations.

#### **6.0 STAGE 3 ADAPTATIONS CATEGORIES**

6.1 Although not exhaustive, Appendix A lists the types of adaptations which fall within the category of Stage 3 Adaptations. Adaptations to a property will be classed as one of the following two categories:

6.1.1 **Minor Adaptations** - estimated to cost under £500, for example grab rails.

6.1.2 **Major Adaptations** - estimated to cost more than £500, for example level access shower.

#### **7.0 REQUESTS/REFERRALS**

7.1 Requests for minor adaptations may be made by tenant/person self-assessment or a member of staff; a tenant’s GP or medical advisor from another health organisation which supports or advises tenants with medical conditions. Minor adaptation requests will require the support of the tenants Housing Officer (HO).

7.2 Requests for major adaptations will require detailed recommendations from an Occupational Therapist (OT). The Association will direct the tenant/referrer to make a referral to the Occupational Therapy Service at Social Care Connect (Glasgow City HSCP [Health and Social Care Partnership]) on 0141 287 0555. The Occupational Therapist will assess the needs of the person at home and in line with the priorities set out in [8.0.0 ASSESSMENT OF REFERRALS](#) overleaf.

## 8.0 ASSESSMENT OF REFERRALS

- 8.1 The Occupational Therapy Service operates a standard system of prioritisation which uses appropriate pro-forma (CL1), with the aim of categorising the Person's need for the work according to the urgency of and the impact on the Person's quality of life.
- 8.2 The Occupational Therapist will place applications in one of three categories:
- 8.2.1 **Critical:** Where the Person or Carer is at **immediate** risk. The Person is at risk of being admitted to Care or Hospital or requires support for hospital discharge. Person is unable to, has no support to or there is evidence of frequent falls/injuries when carrying out vital personal care or daily living activities.
  - 8.2.2 **Substantial:** Where the Person or Carer is **imminently** at risk of injury. The Person is unable to or is dependent on others to carry out the majority of essential personal care tasks. The Person's health condition is unpredictable/deteriorating and without adaptation there is risk of losing or a breakdown of care support.
  - 8.2.3 **Moderate:** The safety and well-being of Person or Carer is **potentially** at risk during daily activities. The Person is unable to or has difficulty carrying out some personal care tasks or essential daily living activities but has suitable support available. The Person is starting to experience a general decline in mobility, function or low mood / anxiety impacting on function.
- 8.3 All referrals received by the Association and associated tenants circumstances will be discussed by Property Services Officers (former Maintenance Officers), Housing Officers and the Property Services Manager to determine the feasibility of the adaptation and if Restrictions will apply (Section 9.0) and or if Alternative Accommodation (Section **Error! Reference source not found.**) will be required.
- 8.4 Circumstances that will be considered:
- 8.4.1 The tenant's preference to transfer to a more suitable property or to remain in their existing home.
  - 8.4.2 Availability and likely waiting time of alternative accommodation.
  - 8.4.3 Likely waiting time for the adaptation
  - 8.4.4 The capital cost to the Association of making the adaptation.
  - 8.4.5 The long-term maintenance cost and re-let consequences of making the adaptation, including the likely cost of reinstatement.

## 9.0 RESTRICTIONS

- 9.1 There may be cases where it is not appropriate to carry out a substantial adaptation and the Association will therefore:

- 9.1.1 Carefully consider the location of the property and the proposed adaptation. For example, the Association will not install a level access shower to properties above first floor level, where there is no lift.
  - 9.1.2 Encourage all applicants to submit a transfer application for rehousing/ alternative accommodation.
  - 9.1.3 Consider whether the tenants' needs are likely to change in the near future.
  - 9.1.4 Consider the cost of the work in relation to the benefit which is likely to result.
  - 9.1.5 Require all requests for adaptations over £500 to be approved by the Association's Property Services Manager.
  - 9.1.6 Only install adaptations as per the recommendations made by the Person's Occupational Therapist as well as any relevant building legislation/ byelaw. (see also 9.2)
  - 9.1.7 Subject all recommendations received from the OT to this policy and eligible works in Appendix A.
  - 9.1.8 Acknowledge that in some instances construction type and financial constraints may prohibit the successful adaptation of a property.
  - 9.1.9 Any request for adaptations which are not listed in [Error! Reference source not found.](#) Section 1 or 2, will require approval by the Director of Property Services & Investment.
- 9.2 Types of Eligible and Non Eligible work for Stage 3 Adaptations can be found in [0](#) and [0](#)

## 10.0 TENANT CHOICES

10.1 Ancillary fixtures or fittings (tenant purchased or non-landlord) that have not been recommended by the OT, will not be fitted unless they are covered by the following:

### 10.2 Landlord Costed Items

10.2.1 Items/fixtures which require removal to facilitate adaptation installation, meet OT's recommendations and or to provide/ maintain full accessibility. These items will only be replaced (and or altered to meet OT's recommendations) if they serve as essential landlord fixtures to provide fundamental bathroom functions i.e.

- Wash hand basin (a vanity unit will only be replaced where this meets with the OT's recommendations)
- W/C Toilet
- Showering facility
- Radiator / Heater

10.2.2 Items removed that are non-essential i.e. storage units, and only if in good condition, will be laid to one side and reinstated at the end of the works. Items in poor condition will not be replaced.

10.2.3 Tenants will be provided with a choice of two colours for wall boards and non-slip flooring.

### 10.3 **Tenant costed Items**

10.3.1 Tenants can choose to update the bathroom at their cost, from a small selection of items:

10.3.2 Chrome Handrails (with grip)

10.3.3 Chrome Towel rail (non-heated)

10.3.4 Chrome Toilet roll Holder.

10.3.5 Glass shelf or Mirrored Cabinet above basin

10.3.6 Basin vanity unit (**see point 10.1.1**)

10.3.7 Storage unit

10.3.8 Tenants may wish to provide their own small non-fixed items for example a bathroom cabinet, this must be notified to SHA at the pre-start home visit.

- The item must be available for inspection by the contractor at their pre-start visit, to ensure the item is suitable for fixing,
- Items must meet the OT's recommendations for tenants' needs or accessibility.
- Flat pack furniture will NOT be installed.

## 11.0 **ALTERNATIVE ACCOMMODATION**

11.1 If the Association is unable to carry out the adaptation, consideration will be given to addressing the tenant's needs with the provision of alternative accommodation.

11.2 Accommodation may be provided:

11.2.1 Within the Associations existing stock

11.2.2 By the provision of new build accommodation

11.2.3 By alternative landlords

11.3 All options will be discussed with the tenant and supporting agencies prior to decisions being confirmed.

## **12.0 ALLOCATIONS OF MEDICALLY ADAPTED PROPERTIES**

- 12.1 The Association will allocate adapted properties in accordance with our Allocations Policy.
- 12.2 Housing Officers/ Assistants will endeavour to offer wheelchair adapted properties to a person who needs wheelchair accommodation. This may require liaison with other agencies to identify suitable applicants.
- 12.3 Registered Social Landlords (RSL) must demonstrate value for money in the delivery of procurement of housing adaptations and SHA will aim to reuse or recycle adaptation equipment wherever possible. The Association may, as a last resort, consider the removal and storage of an adaptation component, if it cannot be matched to the incoming household.

## **13.0 FUNDING AND WAITING LIST**

- 13.1 Where the adaptation is deemed essential and in line with SHA policy, funding will be made available.
- 13.2 All adaptation works are front funded by the Association and a Housing Association Grant (HAG) is claimed retrospectively from the Scottish Government, based on the Association's projected spend for the year ahead. The Association can request additional funding if the projected annual spend is likely to be exceeded.
- 13.3 The Association may create a waiting list of approved adaptations to take priority the following financial year, if allocated funding for adaptations has been exhausted. The waiting list will be processed in the order the jobs have been posted, when additional funding becomes available.
- 13.4 On some occasions the Association may decide to instruct an adaptation at its sole discretion and cost. Approval for the use of the Association's own resources will be sought in line with the Association's delegation of authority.

## **14.0 PROCUREMENT AND SPECIFICATION OF WORKS**

- 14.1 The Association has a Framework (Term Contractor) whereby the contract is awarded/ considered on a yearly basis.
- 14.2 Adaptations will be undertaken by the Association's current Term Contractor and/ or specialist contractor(s) when necessary.
- 14.3 The Term Contractor will assess the work required for each adaptation by survey and on a job by job basis. The Term Contractor will submit a cost based on the contract Schedule of Rates, for the Associations approval prior to the works being programmed.



## **15.0 COMPLETION OF ADAPTATIONS**

- 15.1 The Association will carry out a post-completion inspection of all major adaptations to ensure that they have been carried out to the satisfaction of the Association and the OT.
- 15.2 Post inspections of minor adaptations may also be undertaken.
- 15.3 All tenants will be requested to complete and return a Client Feedback Form on completion of a medical adaptation.

## **16.0 MONITORING**

- 16.1 The Association will monitor tenant's satisfaction and whether the adaptation met their requirements. Tenant feedback will also be sought to assess the difference the work has made to their quality of life. Biannual reports on this survey will be presented the Management Committee.
- 16.2 The Association's Management Committee will receive regular reports on adaptations, detailing the number and type of adaptations requested and approved, the costs and how many were completed in the 6-month period.
- 16.3 The Association will monitor its performance against the following indicators which have been set by the Scottish Housing Regulator:
  - 16.3.1 Number of households currently waiting for adaptations to their home
  - 16.3.2 Total cost of adaptations completed in the year by source of funding.
  - 16.3.3 The average time to complete adaptations.

## **17.0 MAINTENANCE**

- 17.1 All adaptations will be recorded within the Association's IT system. This will be updated to identify any regular maintenance work that is required on adaptations to keep them safe.
- 17.2 Where the Association considers it value for money, it may enter into a maintenance agreement with the installer.
- 17.3 The adaptations Term Contractor will record and maintain all equipment guarantees, and a copy recorded onto the Association's IT system. The Term Contractor will liaise with the manufacturers to replace faulty components where the fault occurs within the manufacturer's liability period.
- 17.4 Following the first year's workmanship guarantee period, adaptations completed by the Association will be added into its standard repairs and maintenance responsibilities. Repairs and maintenance will be carried out by the Term Contractor or specialist contractors where appropriate and managed by the routine repairs team.

- 17.5 The Association will not normally make an additional rent or service charge to tenants for the future maintenance or replacement of a medical adaptation.
- 17.6 Tenants of adapted properties will be provided, where necessary, with additional information for emergencies such as emergency numbers for out of hours service for specialist equipment.
- 17.7 The Association will compile information on renewal and repair timescales and costs for life cycle purposes.

## **18.0 APPEALS**

- 18.1 Any tenant who disagrees with the OT assessment of their priority, will be advised of their right to appeal. The appeal should be submitted to the Occupational Therapy Service. The Glasgow City HSCP also have available a Complaints Policy and Procedure.
- 18.2 Any tenant who disagrees with the Association's decision not to carry out the medical adaptation in their home (see [9.0.0 RESTRICTIONS](#)), will have the right of appeal to the Director of Property Services & Investment.

## **19.0 CONFIDENTIALITY**

- 19.1 The Association respects the applicant's right to confidentiality and will:
  - 19.1.1 Record only that information which is relevant to the application/referral
  - 19.1.2 Ensure all information held by the Association remains confidential and will not be disclosed to a third party without the applicant's consent.
  - 19.1.3 Record on computer only that information which is necessary for the application/referral/assessment process.

## **20.0 CONSULTATION & REVIEW**

- 20.1 This Policy has been the subject of consultation with relevant staff, Directorate and Management Committee.
- 20.2 This Policy will be reviewed at least every 3 years. More regular reviews will be considered when there is a need to respond to new legislation or policy guidance. Reviews will consider legislative, performance standards and good practice changes.

## **APPENDIX A**

### **Section 1- Works Eligible for Stage 3 Adaptations**

This list is not exhaustive, and the Association may therefore consider other works as Stage 3 Adaptations.

#### **Minor Adaptations – Total cost less than £500.**

Where more than one minor adaptation is requested totaling more than £500, this will be classed as a major adaptation.

#### **Entrances/ Doors**

Handrails, grab rails or balustrading to ramps/steps/staircase (and elsewhere in the property where necessary)

Gate at head or foot of stairs

Door entry, intercom system

Suitable ironmongery, for example lever in place of knob handles, pull handles and rails to doors or kicking plates and/or protective edging to door frames and handing stiles.

#### **Water Services**

Substitution of lever taps for screw down/ cross head taps.

Remote control valves for taps

Relocation of control valve for mains water supply

#### **Electrical and Heating Services**

Reaffixing socket outlets at a convenient level, additional socket outlets or rocker light switches

Alarm call or loud bell for people who are hard of hearing.

Relocation of thermostat or heating controls

Fluorescent lights in kitchen, bathroom and working areas for visually impaired people.

Warning systems for people who are hard of hearing, for example flashing lights.

Provision of power supply for electric hoists suspended from ceiling track.

#### **Entrance Halls**

Letter cages or delivery shelf

Relocation of clothes hanging rails (also in bedroom)

#### **Bathrooms and WCs**

Raising of w/c fixture

Support rails to walls by bath or w/c, or other fixed support or non-slip flooring

Platform at head of bath

## **Major Adaptations – Total cost more than £500.**

### **General Alterations**

Alterations to provide bathroom, w/c. or bedroom, etc., with level or suitably ramped access.

### **Garaging and External Facilities**

Widening of garden paths

Carport and/or undercover access to the property if practicable

Remote control garage door opener to existing garage used by (or for) a disabled driver.

### **Entrance**

Modification of steps, for example to widen treads or incorporate half-steps or create a ramp.

### **Doors and Windows**

Widening or re-hanging of doors to permit wheelchair manoeuvre

Substitution of sliding or bi-fold doors for side-hung doors

Remote control window and/or door openers

Conversion of window to French window where no other wheelchair access to the garden is available.

### **Staircase and Vertical Circulation**

Stair lift installed over staircase, for standing or seated use, or with platform for wheelchair.

Vertical home lift or hoist

### **Water Services**

Thermostatic control for shower

### **Electrical and Heating Services**

Central heating or supplementary radiators to existing installation

Fluorescent lights in kitchen, bathroom and working areas for visually impaired people.

### **Provision of Lifting Aids**

Reinforcement of ceilings for track (fitted by others) for personal hoist.

### **Acoustic Insulation**

Acoustic insulation

### **Kitchens**

Alterations to provide fixed storage units, worktops and sink units at convenient levels.

Non-slip flooring

Built in cooker for use by disabled person.

### **Bathrooms and WCs**

Shower unit in place of, or to supplement, bath  
Shower cubicle, special w/c fixture, suitable washbasin and/or bidet

### **Storage**

Storage provision for wheelchair

## **Section 2 - Non-Eligible Works for Stage 3 Adaptations**

Glasgow City Health & Social Care Partnership (HSCP) and **not** SHA, is responsible for the provision of items classed as specialist or temporary. SHA will direct the tenant/referrer to make a referral to the Occupational Therapy Service at Social Care Connect (Glasgow City HSCP) on 0141 287 0555.

Specialist or temporary items include:

Specialist bathing equipment

Specialist shower chairs

Bath lifts

Raised toilet seats.

Track & hoists



**Southside Housing Association**

T: 0141 422 1112

F: 0141 424 3327

E: [CSD@southside-ha.co.uk](mailto:CSD@southside-ha.co.uk)

A: Southside House, 135 Fifty Pitches Road, G51 4EB