



Wythenshawe
Community Housing Group



Your Guide to Aids & Adaptations

Aids and Adaptations

If you, or a member of your household, has a disability that makes living in your home difficult, it may be possible for WCHG and our partner, Manchester Services for Independent Living (MSIL), to adapt your home to meet your needs.

Contact WCHG on:
Parkway Green t: 0300 111 0000
Willow Park t: 0800 633 5500
customerenquiries@wchg.org.uk
and ask for a referral to have an adaptation.

Our WCHG advisors can take your information and with the help of our Adaptation Officer will ensure that the referral is started with MEAP.

What are adaptations?

Adaptations are things which could help you in and around your home and assist you with your independence.

There are 2 kinds of adaptations – minor and major.

What are minor adaptations?

Minor adaptations are small items such as lever taps, grab rails for bathrooms and handrails for stairs.

What are major adaptations?

Major adaptations are larger scale works such as wet rooms, stair lifts, ramps for wheelchair users & adapted kitchens.

Will there be a charge for major adaptations?

Customers are no longer means tested. So there will be no contributions towards costs.

All minor and major adaptation requests would be referred to the Social Services Contact Centre for an initial assessment by the Primary Assessment Team for equipment or minor adaptations. If a major adaptation is required a further assessment will be carried out by the Complex Assessment Team.

Timescales

When carrying out adaptations we will:

- Acknowledge every request for an adaptation we receive within two weeks.
- We will give you an indication of timescales for the assessment (we don't know if it'll be minor or major until after the assessment).
- Aim to complete all major adaptations within six months.

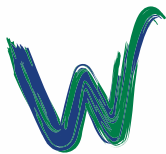
Satisfaction Survey

We will measure if we are meeting these standards by surveys and your feedback is used to help improve our services.

Set aside a budget for adaptations every year.

Ensure that you receive an efficient referral and adaptation service by working with, and monitoring, partner agencies where appropriate.





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