



**Community Services
Housing Services
December 2014**

**EQUIPMENT,
ADAPTATIONS
and
HOUSING OPTIONS**

for

**DISABLED and
ELDERLY PEOPLE
in
PRIVATE
SECTOR
HOUSING**



“Realising the potential of communities by ensuring that people have access to affordable, sufficient & suitable housing in Argyll & Bute”

1. Introduction

This booklet is one of 3 produced by the Council to explain the assistance available for private home owners. The others in the series are;

- Repair grants for common repairs
- Repair grants for private houses and flats

In this booklet we hope to provide home owners and disabled people with information to access a range of services for assistance to suit their needs.

The grant information here is summarised from the Section 72 Statement of Assistance which is available in full on the Council's website or from Housing Service offices.

Throughout the information given the term "disability" refers to a **physical, mental or sensory impairment** which has a substantial and long term adverse effect on a person's ability to carry out normal day to day activities.

The term "private sector occupiers" includes all owner-occupiers or private rented tenants and includes all those living in the household; children, partners and other family members, not just the homeowner or leaseholder. Landlords may also be eligible for assistance to provide adaptations in a property to suit the needs of a disabled person disabled tenants. Carer needs can also be considered as part of the assessment.

Our objective is to ensure; ***"More households with particular housing needs will live in their own homes as a result of proactive forward planning, investment and support strategies"***.

1.1 Argyll and Bute Advice Network

The Argyll and Bute Advice Network (ABAN) is a partnership of agencies who provide information on a range of issues to residents or people with an interest in the area.

The ABAN website has a directory of agencies who offer information and advice on issues including housing, welfare benefits, debt, home energy, community care, cancer support, domestic abuse, family mediation and more.

The range of service providers is increasing all the time as more and more organisations join the network.

Access the ABAN website at **www.argyllandbuteadvice.net**

2. Equipment, Adaptations and Housing Options for Disabled People in Private Sector Housing

This booklet is not just about grants for house adaptations but provides signposting for a range of associated services and contacts, including advice on alternative housing options, new build or buying a house.

Individuals have a critical role to play in this process. Sometimes in life we need to respond to a crisis and the Council and its partners will endeavour to respond as urgently and appropriately as possible.

However, housing issues tend to take time to implement. Even small works take a few months to process as each requires assessment, the applicant to obtain estimates and for contractors to schedule works into their programme. All this is required before an adaptation is available for use. Larger adaptations, extensions or finding a new house take considerably longer. In the future financial support may be limited leading to longer waiting times.

It is therefore important for people to plan ahead as much as is practicable, and to make early contact if assistance is required.

2.1 Argyll & Bute Care & Repair

Argyll & Bute Care & Repair is an independent charity and key partner with Argyll & Bute Council in delivering services to all disabled and/or over 60s private sector householders and their families. Care & Repair offers specialist information, advice and support on all aspects to help householders obtain the services they need to enable them or their family to live more independently in their own homes, e.g. assistance with grant applications, finding building contractors, plan preparation, etc.

Contact:- details for Argyll & Bute Care & Repair are at the end of this booklet.

2.2 Equipment

2.2.1 Disability Specific Equipment

For many people affected by disability having the correct equipment can be very important to maintaining independent living. It can also make it easier for carers who provide support in the home. Equipment can assist with such activities as dressing, cooking, getting on and off the toilet or in and out of bed etc. Following an assessment according to the Prioritisation of Needs Framework equipment may be provided free of charge.

Some minor adaptations such as a grab rail over a step or a second banister rail can sometimes be provided without a needs assessment. When the Occupational Therapy (OT) Department receives a referral for this type of

service an OT may contact the client to discuss the request and ask for signed consent so that the work can be undertaken without waiting for an appointment. If however the request or needs were complex then an assessment by an Occupational Therapist would be offered.

Similarly, there is a small range of equipment for example, helping hand, long handled shoehorn which can be provided without a face-to-face assessment.

Information and advice can also be provided if clients wish to purchase equipment themselves.

Contact:- details for Occupational Therapy Services are at the end of this booklet.

2.2.2 Telecare

Telecare is the general term for a range of alarms, sensors and monitors connected to the telephone line and offer security and protection for people of **any age** who may feel unsafe in their home for a variety of reasons, e.g. frail, liable to falls, vulnerable, suffer long-term health problems, have memory problems, monitoring of disabled children.

There is no charge for the installation of the equipment but thereafter there is a small weekly charge for the rental of the equipment plus the monitoring. The current charge is £4.40 per week.

Contact: Nancy McLaren, Telecare Coordinator
Community Services, Kilmory, Lochgilphead, PA31 8RT
01546 604275

2.3 Adaptations & Grant Assistance

Grant assistance is available for **private occupiers** to provide essential adaptations to houses to enable disabled people to stay in their own homes.

Tenants of private landlords will require the permission of the owner of the house before works of permanent adaptation can be approved. This permission should not be “unreasonably withheld”.

With the multiplicity of human conditions which give rise for the need for adaptation, and the range of house types and locations in Argyll & Bute it is impossible to list all possible permutations of works which could be supported.

The basic principles are;

- Grant is only for physical and permanent alterations to a full time main residence.
- The works must result in the house meeting the immediate and foreseeable needs of a disabled person

- There may be special circumstances of clients or property where individual assessment leads to grant being offered for other adaptations than those listed here, or indeed, not offered for those that are.

The range of potential adaptations supported is wide and summarised in appendix II.

To qualify for grant assistance from Argyll & Bute Council Housing Services to adapt a private house the following assessments are required.

1. An assessment by an occupational therapist of the needs of a disabled occupier prioritised in accordance with the Social Work: Prioritisation of Needs Framework. Grant will be allocated from a fixed budget and *priority* given to category 1 & 2 applicants. Thereafter category 3 applicants will receive approvals subject to budget availability.
2. An assessment by an area private sector officer that the proposed adaptation is the most effective and efficient means of adapting the house.

Grant is calculated differently for two types of work

2.3.1 For work to provide internal adaptations and/or bathroom facilities.

- Internal adaptations, for example walk in showers, stairlifts, hoists, soft walls for Autistic Spectrum Disorder, widening doors for wheelchairs, etc.
- External ramps, etc to access the house.
- Bathroom extensions if the required facilities cannot be accommodated in the existing ground floor layout.

Grant is mandatory and will be considered

- at a flat rate of 80%
- increased to 100% if the applicant or a relevant person is in receipt of
 - income support
 - income based jobseeker's allowance
 - guarantee credit
 - income related employment and support allowance

2.3.2 For work to provide living accommodation extensions.

- Living accommodation extensions, e.g. ground floor bedrooms,

Grant is discretionary and will be considered at a rate from 0% to 80%

Guidance to the Housing (Scotland) Act 2006 recommends grants for living extensions are NOT considered

“House extensions are excluded from the scope of mandatory grant partly because of the high cost of such work, and partly because work of this nature may well have a positive impact on the property value, making it reasonable to expect the applicant to contribute, and consider any available lending options should they be necessary. This is in contrast to most other types of work to adapt property for a disabled person”

However recognising the shortage of suitable houses in the area the Council has decided to continue with such assistance but only

- for owner occupiers
- where applicants and home owners are clearly unable to invest in the upgrading of the property themselves
- where there are no reasonably practical housing alternatives
- where the cost of providing alternative care is greater than the grant for any extension

To determine an owner's ability to invest in works a 3 part assessment will be completed.

1. The owner(s) will be expected to invest 20% of the free equity in the improved house in the project.
2. Any savings held by the applicant and owner(s) over £10,000 will be expected to be invested in the project. Savings include the net value of any stocks, shares, second/holiday homes, etc.
3. An assessment of the income of the applicant and owner(s).

On the following worksheet an example of the assessment is given on the left hand column while you can use the right hand column to estimate your own grant potential.

Example. An Occupational Therapist has assessed a disabled person as requiring a ground floor bedroom. The Area Private Sector Officer has assessed there is no feasible way to accommodate the room within the existing house and so an extension is necessary. The extension is estimated to cost £17,500.

Example 1					Your project
£17,500		A	Cost of project		
Step 1 Calculate Equity					
	£105,000	B	Estimated value of the house after improvement	£	
	£65,000	C	Amount of Outstanding Mortgage	£	
	£40,000	D	Free equity B - C	£	
-£8,000	£8,000	E	Equity to invest D x 0.20	£	
£9,500		F	Deduct E from A		£
Step 2 Deduct savings over £10,000					
	£12,500	G	Total Savings & Investments	£	
-£2,500	£2,500	H	G - £10,000	£	
£7,000		I	Deduct H from F		£
Step 3 Assess Income %					
£7,000 x 0.6	60%	J	Income assessment % (following)	%	
£4,200		K	Apply J to I		£
If the figure K you arrive is lower than the estimated cost of alternative care over a 10 year period the grant will be recommended at that level. If the cost of care alternatives are less the grant will be reduced to match the estimated care costs.					

Income Assessment

This ready reckoner will give you a rough estimate of how much grant you could get, in terms of a percentage of the residual cost of works (J in the table above). It does not ask for information on every type of income, which is included in the assessment, so it cannot tell you exactly how much you will get and remember it includes all owners as well as the applicant.

An exact figure can only be provided once you submit a formal application for a grant to the Council. Write down the total amounts received or paid over the past year. Remember to include figures for your partner, if any, and any joint owners, or joint tenants, and their partners.

a. Earnings, after tax and NI contributions	£
b. Occupational and private pensions	£
c. Any other significant income (an amount less than £1000 is unlikely to make a difference to this estimate)	£
d. Total income: a+b+c	£
e. Mortgage or rent payments	£
f. Allowances:	£
<ul style="list-style-type: none"> £2444 for each child who was under 16 or under 21 and in full-time education for the whole year £2184 for each child who was registered blind or receiving DLA for the 	

whole year <ul style="list-style-type: none"> • £1820 if you are registered blind or disabled and single • £2600 if you have a partner and you and/or they are registered blind or disabled 	
g. Total deductions: e+f	£
h. Total applicable income: d-g	£

Total applicable income	Grant (percentage of net cost)
£4,671 - £7,000	Between 70% and 80%
£7001 to £10,000	Between 70% and 60%
£10,001 to £13,000	Between 60% and 50%
£13,001 to £16,000	Between 50% and 40%
£16,001 to £19,000	Between 40% and 30%
£19,001 to £24,000	Between 30% and 20%
£24,001 to £32,000	Between 20% and 10%
Over £32,000	0%

Where extensions are a mix of work qualifying as mandatory (internal & bathroom) and discretionary (living accommodation) any grant will consist of a mixed calculation as described above.

Works of removal and reinstatement of privately owned adaptations no longer required will not normally be eligible for grant but will be eligible for other forms of assistance, i.e. information and advice.

In some projects the services of a professional agent, e.g. architect or surveyor, will be required and it's something worth considering for any building works. Works to private houses remain the responsibility of private owners even though the Council is providing grant assistance. Professional fees may be added to a grant application and will be assessed at the same rate as the main body of work. Projects must be completed for grant to be paid, i.e. professional fees for projects which do not proceed will not normally be covered by grant.

The full legislative details are covered under section 73 of the Housing (Scotland) Act 2006 and the Housing (Scotland) Act 2006 (Scheme of Assistance) Regulations 2008

Contact:- to get started contact the occupational therapy team for an assessment. Contact details at the end of this booklet.

2.3.3 Adaptations for Housing Association Tenants

Although this document is intended for private sector owners and tenants it may be of assistance to some to know that housing association tenants can apply to their landlord for adaptations for themselves or one of their household. Assessment is carried out by the Occupational Therapy Service and the works organised by the Housing Association.

Tenants should apply to their landlord in the first instance. A full list of housing associations active in Argyll and Bute is listed in section 3.

2.3.4 Argyll & Bute Care & Repair Housing Support Service/Small Repairs Service

Available for disabled occupiers or those aged sixty or over, Argyll & Bute Care & Repair Housing Support Officers can carry out small repairs to properties. **All materials are supplied by the client.**

Very small works of a safety nature are carried out free, e.g. replacement light bulbs and alarm batteries, putting down threshold strips, rewiring plugs, replace locks, fit security chains etc.

Other works carry a charge of £10 for the first hour with an additional £5 for each half-hour thereafter, e.g. fit telephone extension cables, replace blinds and curtains, change tap washers, plumb in washing machines, small plastering, minor decoration and tiling.

This service also carries out home safety checks, OT assistance and telecare work in conjunction with other providers.

Contact:- The contact details for Care and Repair Housing Support Officers and at the end of the booklet.

2.3.5 Heating & Insulation

Disabled people can often be severely affected by cold houses.

The ALLenergy Affordable Warmth Project will provide advice and assistance to those households identified as needing help. ALLenergy advisors will help clients to:

- Maximise household incomes
 - access benefits that they are entitled to receive
 - access schemes such as the Energy Assistance Package, and other grants they are eligible to apply for
- Improve the energy efficiency of their homes, through
 - changing behaviours – to reduce energy wastage
 - installing energy efficiency measures such as low energy bulbs, insulation, efficient heating systems and double glazing.

- providing advice and guidance on how to access appropriate grants and schemes.
- access social tariffs for energy supply, where appropriate

By maximising income, improving energy efficiency, ensuring the lowest energy tariff is accessed and by improving the condition of their homes, people will be less likely to be in fuel poverty.

ALienergy works closely with the Citizens Advice Bureau and the Highlands & Islands Energy Saving Scotland Advice Centre and may refer clients to them if they require more detailed money advice, or are eligible to access relevant home insulation schemes.

Contact:- ALienergy , Lorn House, Albany Street, Oban, Argyll, PA34 4AR
Tel/Fax: 01631 565183
enquiries@alienergy.org.uk

2.3.6 Home Fire Safety Visits

Strathclyde Fire and rescue offer free home fire safety visits to the homes of any resident who wishes to receive one. The visit will include a risk assessment of the house and provide general fire safety advice or risk specific advice if required. Smoke detectors will be supplied and fitted (as many as required)

Contact:- Andrew Maclure
Strathclyde Fire and Rescue
Tel: 01546 605530 or 01436 655918
Andrew.Maclure@strathclydefire.org

3. Moving House

Argyll & Bute has a limited supply of both socially rented and private sector housing which is suitable for specialist needs. However if your existing house isn't suited to adaptation or adaptation cannot be achieved at reasonable expense, moving to a more suitable house could be the only alternative.

3.1 HOME Argyll

There are four general housing associations in Argyll and Bute.

- Argyll Community Housing Association (ACHA) (All Council houses were transferred to ACHA in 2006. The Council is no longer a provider of housing)
- Dunbritton Housing Association
- Fyne Homes
- West Highland Housing Association

These associations are partners in HOME Argyll and share a common application form and assessment process. People looking for socially rented housing need only complete one HOME Argyll form to apply to all housing associations.

Part of the assessment is a Health and Housing Application form which defines five different levels of priority from which housing may be awarded.

Contact:-

www.homeargyll.co.uk or

Argyll Community Housing Association (ACHA) Dalriada House, Lochnell Street, Lochgilphead, Argyll, PA31 8ST	01546 605800 enquiries@acha.co.uk
Dunbritton Housing Association 1 st Floor, 32 High Street Dumbarton, G82 1LL	01389 761486 admin@dunbritton.org.uk
Fyne Homes 81 Victoria Street, Rothesay Bute, PA20 0AP	0845 6077117 postmaster@fynehomes.co.uk
West Highland Housing Association Crannog Lane, Oban Argyll, PA34 4HB	01631 566451 postmaster@westhighlandha.co.uk

3.2 Specialist Housing Associations

Other housing associations operate across Scotland and have some properties in Argyll & Bute. These organisations all specialise in providing supported housing – for example for older people, specially adapted housing for people with disabilities, or supported housing for people with learning difficulties.

If you are looking for specialist accommodation please contact these associations direct. or for further information and internet links, www.homeargyll.co.uk

For	Address	Tel/email
Adults with learning disabilities	Key Housing Savoy Tower, 77 Renfrew Street Glasgow, G2 7PH	0141 342 1890 info@keyhousing.org
People with disabilities and people with general housing needs	Margaret Blackwood Housing Association Craigievar House 77 Craigmount Brae Edinburgh, EH12 8XF	0131 317 7227 info@mbha.org.uk

Older people	Bield Housing Association 79 Hopetoun Street Edinburgh, EH7 4QF	0131 273 4000 info@bield.co.uk
Mainly Older people	Trust Housing Association First floor, Pavilion 5 Watermark Business Park 245 Govan Road, Glasgow, G51 2SE	0141 277 1994 info@trusha.co.uk
Elderly people	Cairn Housing Association 15 North Claremont Street Glasgow, G3 7NR	0141 353 1944 www.cairnha.com
Sheltered housing for older people and general needs housing	Link Housing Association Watling house Callendar Business Park Falkirk, FK1 1XR	08451 400 100 csc@linkhalt.co.uk
Older people	Abbeyfield Housing Societies Abbeyfield Scotland Ltd. Abbeyfield House Kames Tighnabruaich Argyll, PA21 2BH	01700 811 429
	The Abbeyfield Helensburgh & Lomond Society Barclay Smith House 54 West King Street Helensburgh, G84 8ED	01436 674 998
	The Abbeyfield Carradale Society Heston Back Road Carradale Argyll, PA28 6SG	01583 431 717
Supported housing for the elderly or people with disabilities	Cube Housing Association 70 Glenfinnan Road Glasgow, G20 8JX	0845 250 7966 www.cubehousing.co.uk

3.3 Buying or Building a Specialist Home Ownership Options Scotland

Ownership Options are a Scottish charity dedicated to helping disabled people find the right house in the right place. They provide a personalised service to all disabled people with the primary aim of ensuring that disabled people have access to suitable housing in the tenure of their choice.

This includes pioneering new approaches to funding and facilitating the home buying process.

Contact: info@ownershipoptions.org.uk

Ownership Options in Scotland	The Melting Pot 5 Rose Street Edinburgh EH2 2PR	0131 247 1400
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3.4 Grant Assistance for Adaptations in New Build

Argyll & Bute Council will consider grant assistance towards the additional cost of providing particular aspects of the construction of a new house aimed at addressing a specific disability. Items assisted will require to be assessed by the Occupational Therapy Service. Grant will be limited to works over and above that required by building regulations for standard design, e.g. all new houses require ramped access so such provision is not an addition to standard design and would not be grant earning.

Applicants are strongly advised to discuss projects with both Occupational Therapy and Housing Officers before committing to design work.

Contact:- contact details are at the end of this booklet.

3.5 Things to think about when considering moving house

Moving house is generally considered to be one of the most stressful activities undertaken. It's not just about the difficulties of finding and paying for the right house for you and organising the removal, but about whole life issues like changes to your social life, support networks of friends and neighbours, etc. The following notes highlight some of the issues for **older people** and **young disabled people**.

Moving for Older People - Things to Think About

- **Understand you existing house**
 - **How much is it worth**
 - **Are there outstanding loans I need to pay**
 - **Is it in good condition; how much would you need to pay to get it in good condition**
 - **How much does it cost to heat**
- **Be selective about where you want to go**
 - **How close to friends, family, shops, etc do you want to live**
 - **Consider transport issues both now and in the future**
 - **Consider location and access**
 - **Do you feel safe in the neighbourhood**
 - **Is it pleasantly located away from noisy businesses or busy roads**
 - **Is access up a hill or stairs, is there a ramp, car parking**
 - **Is it a tourist area**
 - **If so find out what it's like in the winter - services may not be available all year round.**
- **Specialist housing or in a mixed community**
 - **Sheltered**
 - **Retirement housing**
 - **Are specific disabled facilities required**
 - **If not is the new house adaptable for the future**
- **How much do you want to pay to buy the house**
 - **Take ongoing repairs and heating costs into account**
 - **Think about keeping some money back for other activities**

Moving for Young Disabled People - Things to Think About

- **Why do you want to move?**
- **When do you want to move, this year, next year, sometime.....?**
- **What's important to you in your ideal home?**
- **Do you want to share with other people or have your own home?**
- **What area do you want to live in?**
- **Would you need help and support in a new home?**
- **What about transport – How would you get out and about?**
- **What sort of home would be best**
 - **Flat or house**
 - **Community supported houses**
 - **Housing Association**
 - **Private rented**
 - **Owner occupation**
- **Do you need special adaptation?**
 - **Wheelchair access**
 - **Additional lighting**
 - **Ramp access**
 - **Level access showering**
- **What is available locally**
- **Speak to friends and other people who have experienced moving in the past**
- **Use Finding a Place to live – Help with your plans** which was designed by the Housing & Support Partnership to help young disabled people make their housing choices.

4 **Income & Money Advice**

Advice on disability & incapacity benefits, carers allowance and other benefits, is available from the Welfare Rights Team of Argyll & Bute Council. If required, onward referral can be made to the Trading Standards Money Advice Unit.

Contact:- Welfare Rights Officers on the following page

Bute	Community Services Dolphin Hall Dunoon PA23 7DQ	01369 708690 Margaret-Ann.Moran@ argyll-bute.gov.uk
Cowal & Inveraray	Community Services Dolphin Hall Dunoon PA23 7DQ	01369 708645 Karen.Gill@ argyll-bute.gov.uk
Kintyre, Islay & Tarbert	Community Services Burnett Building, St John Street Campbeltown PA28 6BJ	01586 555291 James.McCorkindale@ argyll-bute.gov.uk
Helensburgh & Lomond	Community Services Scott Court House Helensburgh G84 8BP	01436 658714 Catherine.Morrison2@argyll- bute.gov.uk
Lorn & Isles	Community Services Municipal Building Albany Street Oban PA34 4AR	01631 572182 Irene.Boyd@ argyll-bute.gov.uk
Mid-Argyll	Community Services Dalriada House Lochgilphead PA31 8JL	01546 604740 Susan.kelly@argyll- bute.gov.uk

In addition, Argyll & Bute Care & Repair may be able to access private charitable funding on clients' behalf to fund all or part of house adaptations. Care & Repair contact details are listed on page 13.

5. **Comprehensive Community Care Services**

Although this booklet is mainly concerned with housing services, these are only one part of a continuum of services for disabled people. The Council and its partners participate in a single shared assessment process and offer a comprehensive range of community care services. .

Local Social Work Offices will be able to advise further on care assessments.

Contact: Unless otherwise indicated first point of contact should be the local Service Centre. Details at the end of this booklet.

5.1 Care at Home Services

Care at home services can be provided or arranged for people who need assistance with activities of daily living that will enable them to remain in their own home.

An assessment of need will be carried out by a health or social work care manager. The assessment will outline the service that is needed to support the person to remain at home as safely and independently as possible.

Services are allocated using the Prioritisation of Need Framework..

What services are provided?

Care at home is usually provided after an unexpected period of illness or an unexpected event such as a fall. The purpose of the service is to support individuals to remain as independent as possible while getting essential support with those things that they need help with. The range of care at home services include;

- Personal Hygiene Washing
- Bathing
- Assistance with Eating
- Meal Preparation as Defined in Free Personal Care Legislation
- Using the Toilet
- Basic Continence Care
- Dressing
- Help with Ted Stockings following surgery
- Oral Hygiene as Directed by the District Nurse
- Topical Application of Ointments
- Nail Cutting
- Peg Feeding – nutrition applied through an gastro intestine tube
- Specialised Diet and Fluid Intake Monitoring
- Catheter Care
- Continence Care
- Administration of Medication
- Moving and Handling
- Use of Nebuliser and Oxygen Therapy
- Stoma Care
- Rehabilitation / Reablement – supporting people, through physiotherapy or occupational therapy, to return to the level of functioning they had prior to an accident or surgery.

The above list is not exhaustive and personal care services such as those listed, are free when delivered to people over the age of 65 years

In addition to personal care services domestic care can be provided in exceptional circumstances. Domestic care is not free and the service user will pay the agreed hourly rate to the provider. Domestic tasks would include:

- Cleaning
- Basic Housework
- Shopping
- Laundry and Ironing
- Support to Attend Appointments
- Support with Budgeting

Charges for the Service

Argyll and Bute Council operate a Charging Policy and the financial assessment will determine the cost of home care services for people under 65 years. Personal care is free for people aged over 65yrs but domestic tasks are chargeable for these service users.

5.2 Community Dementia Teams

The Argyll and Bute Community Dementia Teams support people and their carers who are living with dementia by providing a range of services including -

- support following diagnosis on how the person with dementia can self manage their symptoms and concerns,
- support with the activities of daily living such as personal care, shopping, meal preparation, budgeting or attending appointments,
- support in day care facilities in Lochgilphead, Rothesay, Dunoon and Oban,
- referral to a community nurse who specialises in dementia,
- providing information on local support groups for people with dementia and their carers.

If you are looking for more information on what services and support are available in your area, please contact your local Dementia support team via the local social work offices.

The Community Dementia teams also work closely with the **Occupational Therapy service** to help people and their carers to continue doing as much as possible in their day to day lives. This can include advice and support, learning coping strategies, cognitive rehabilitation (i.e. aids to help memory and concentration), education about dementia, as well as the provision of Equipment and Technologies to support independent living.

5.3 Learning Disability Service

The Learning Disability Service includes health and social work staff who work together to support people in our communities with Learning Disabilities, and their families and carers.

Services

- Support for adults with a learning disability to keep healthy and well
- Carry out assessments to help people work out what they need and help them plan for the future.
- Help people get support to look after themselves at home and learn new skills
- Help people with short breaks from their family, if they need them
- Help people find somewhere to live.
- Provide information about things to do and help people get out and about and meet others.
- Help people look for a job.
- Help people to use services like the doctor, the dentist the podiatrist and others.
- Work together with other organisations to provide a better service for people with learning disabilities.
- Offer training and education about learning disabilities.

The Learning Disability Service will provide people with specialist healthcare if they need it. This could be:

- Community Nursing
- Occupational Therapy
- Physiotherapy
- Psychology
- Psychiatry
- Speech and Language Therapy.

5.4 Mental Health Services

Mental health problems can affect anyone at any time in their life, and if you or someone you know or care for is experiencing mental health issues, the Argyll and Bute Mental Health teams are able to offer support and help.

They support people who have or think they may have mental health problems, such as depression, phobias, anxiety disorders or schizophrenia.

Within Argyll and Bute Council Social Work Services the Mental Health team offer assessment and care management for people experiencing mental health difficulties. This includes undertaking a Personal Outcomes Plan which identifies the specific needs of individuals who are experiencing severe or enduring mental health illness and this is done in partnership with health colleagues.

Mental Health Officers offer a variety of duties under appropriate mental health legislation, including specialist assessments under the Mental Health (Care & Treatment) (Scotland) Act 2003 and the Adults with Incapacity (Scotland) Act 2000.

5.5 Sensory Impairment Service

The Argyll and Bute Sensory Impairment Service offers support to people of all ages who are deaf or hard of hearing; blind or partially sighted, or both (deaf blind or dual sensory impaired). The Team works with people (including children) and their families/carers to help maintain or regain independence and quality of life.

What does the Sensory Impairment Service do?

There are three members of staff in the Sensory Impairment Team who visit people at home to carry out assessments to establish what they might require to assist them.

For example

- Assist people with all types of sensory impairment
 - Assess individual needs
 - Provide information
 - Review Welfare Benefits
 - Offer emotional and social support
 - liaise with other agencies and arrange appropriate services.
- Offer assessment, advice, information and training in independent living skills, getting around safely, communication and making best possible use of remaining eyesight.
- Provide equipment to people with a sensory impairment following assessment so, for example,
 - To help cook safely and independently
 - Use a washing machine
 - Have lighting which allows them to see to carry out activities enables them to listen to radio or talking books and can enable them to read confidential mail.
 - doorbells or phone devices which flash alert when activated
 - Alerts for parents with hearing impairments to let them know their baby is crying/distressed
 - Smoke alarms which vibrate
 - TV amplifiers allow hearing impaired people to listen to TV at a volume they can control via headphones without loud volumes upsetting relatives or neighbours, which can cause strife.
- Training can be provided in the use of all the equipment.
- Provide mobility and orientation training using a variety of methods which means people can find their way around their own homes, school and in the community.

There is also assistance to people to retain their present employment in spite of deteriorating hearing or vision and to enable people to take part in leisure activities.

Contact: Sensory Impairment Team, Dolphin Hall Annex, Manse Avenue, Dunoon 01369-708484.

5.6 Children With and Affected by Disabilities Services

This service has been established to ensure that Social Work Services are made available to disabled children and their families in Argyll & Bute.

The aims are to:

- Work with Children with severe or complex physical, learning disability between 0 and 18 years of age, whilst continuing to offer support to young people beyond 18 years of age, if still in statutory education.
- Support families in the day-to-day care of their children
- Provide statutory services

How to Access Services:

- Self referral to your local Service Centre
- Referral by another Agency to local Service Centre

If referral is accepted on first contact, parents or carers will be asked to sign a consent form which gives permission to gather and share information with appropriate professionals' e.g. health and education staff.

Assessment – What is involved?

Assessment may be carried out in two levels:

Initial Assessment – clarifies whether the child meets criteria for the service.

Comprehensive Assessment – is completed by allocated worker and will involve consultation with other appropriate professionals. Following assessments, the child's parent/carers will be consulted to check whether or not they are in agreement with the assessment.

What Happens after the Assessment?

A recommendation/decision will be made about the identified needs and how these can be met. This may include providing a service.

What Happens Next?

Your worker will discuss with you the most appropriate action which might include identifying a service available locally. This information is then recorded in a "Care Plan".

The plan will describe:

- Area of need
- Action required to meet need

- Level of service to be provided
- When the service to be provided (what day of the week and times of day appropriate)
- How the service will be provided.
- Who is responsible

Review of the Care Plan

In order to ensure that the service provided continues to meet the identified need, regular reviews of the care plan will take place. The identified worker will aim to review all care plans on a minimum six monthly basis. However, reviews may need to take place more often in the early stages of a new service or can take place at any time if the child or family circumstances change.

What Services Can Be Provided?

Additional needs can be met in a wide variety of ways including:

- Advice and information
- Referral to the Integrated Care Team in each locality for aids and/or adaptations to your home
- Help with claiming benefits and welfare rights
- Help with activities of daily living
- Support with behaviour management
- Support to access community activities
- Short breaks from caring
- Overnight breaks from caring
- Direct payments to purchase services for the child

Argyll and Bute Council and its partners provide a wide range of services to support children and their families. Wherever possible the worker will recommend services offered via existing resources and within the child's local community. Services offered will aim to ensure the child is enabled to live in their own home and access their local community. For some children this may not be possible but, whatever the circumstances, we aim to provide a range of support services designed to give as much choice and independence as possible.

Information Sharing

At all stages of the assessment, decision, care planning and review process the worker will provide copies of all assessments and reports to parents/carers.

Main Contacts

Argyll & Bute Council Housing Services		
Area	Address	Telephone
Bute & Cowal	Marion Sayers Housing Improvement Officer Union Street, ROTHESAY Isle of Bute PA20 0AD	01700 501332
Helensburgh & and Lomond	Dianne Richardson Housing Improvement Officer Scottcourt House 45 West Princes Street HELENSBURGH G84 8BP	01436 658867
Oban, Lorn and the Isles	Karen Cox Housing Improvement Officer Municipal Building Albany Street OBAN PA34 4AW	01631 567935
Mid Argyll, Kintyre & Islay	Moyra Paterson Housing Improvement Officer Burnet Building CAMPBELTOWN PA28 6ED	01586 559011

INTEGRATED OCCUPATIONAL THERAPY TEAMS		
Area	Address	Telephone
Bute	OT Department Community Services, Victoria Hospital Annex Rothesay, PA20 0HD	01700 501541
Cowal	OT Department Cowal Community Hospital 360 Argyll Street, Dunoon, PA23 7RL	01369 708306
Helensburgh & and Lomond	Integrated Care Team Jeannie Deans Unit 93 East King Street, Helensburgh, G84 7BY	01436 655052
Oban, Lorn and the Isles	Argyll & Bute Council Lorn & The Isles Hospital, Glengallan Road, Oban, PA34 4HH	01631 789091
Mid Argyll	OT Department Mid Argyll Community Hospital Blarbuie Road, Lochgilphead, PA31 8JZ	01546 703127
Kintyre	OT Department Campbeltown Hospital Ralston Road, Campbeltown, PA28 6LE	01586 555811
Islay	OT Department Kilarrow House, Bowmore, Islay, PA43 7HW	01496 301355

Argyll & Bute Care & Repair		
Area	Address	Telephone
HQ	Care & Repair Coordinator 5 Stafford Street, Oban, Argyll, PA34 5NJ	01631 567780
Area Care & Repair Officers		
Helensburgh & Lomond, Lochgoilhead, Strachur, Colintrave & Bute	Linda Meiklejohn Argyll & Bute Care & Repair PO Box 26610, Helensburgh, G84 8YZ	01436 678958 0778 617 5077
Oban, Lorn & the Isles, Dunoon & Cowal	David Howie Argyll & Bute Care & Repair PO Box 20, Taynuilt, PA35 1YD	01866 822503 0778 617 5088
Mid Argyll, Kintyre & Islay, Jura, Mull, Iona, South of Oban town	Chris Joss Argyll & Bute Care & Repair PO Box 9658, Oban, PA37 1WX	01631 710044 0778 543 773
Area Housing Support Officers		
Bute	Duncan McKellar	07786 544 889
Cowal	Alex Tickell	07786 545 020
Helensburgh & Lomond	Derek Clark	07786 545 977
Mid Argyll	Michael Heath	07786 544 954
Kintyre & Islands (South)	Raymond Harvey	07786 545 886
Oban, Lorn & Islands (North)	Michael Heath	07786 544 954

Argyll & Bute Social Work		
Area	Address	Telephone
Bute Area Team	Union Street, Rothesay, Isle of Bute PA20 0HD	Tel. 01546-605517
Dunoon Area Team	Ellis Lodge, Argyll Road, Dunoon, PA23 8ES	Tel. 01546-605517
Helensburgh Area Team	Jeanie Deans Unit, 93 East King Street, Helensburgh, G84 7BU	Tel. 01546-605517
Oban Area Team	Willowview Community Care Centre Lower Soroba, Oban , PA34 4JA	Tel. 01546-605517
Tiree Area Team	The Business Centre, Crossapol Isle of Tiree, PA77 6UP	Tel. 01546-605517
Mull Area Team	The Centre, Salen, Aros Isle of Mull, PA72 6JB	Tel. 01546-605517
Mid Argyll Area Team	Mid Argyll Community Hospital and Integrated Care Centre, Blarbuie Road, Lochgilphead PA31 8JZ	Tel. 01546-605517
Campbeltown Area Team	Old Quay Head, Campbeltown PA28 6BA	Tel. 01546-605517
Islay Area Team	Kilarrow House, Bowmore Isle of Islay PA43 7HW	Tel. 01546-605517

Appendix I

PRIORITISING NEED ACCORDING TO RISK

Extract From – Social Work: Prioritisation of Need Framework

The Council will prioritise access to services to meet Priority 1 and Priority 2 and where resources permit, Priority 3. It will seek to meet needs associated with low risk Priority 4 in other ways, by for example, providing relevant information and advice.

Priority 1: Critical risk where serious harm or loss of life may occur

- ❖ There is immediate risk to the persons survival.
- ❖ Serious abuse to self or others has occurred, or is suspected to the extent that protection measures are required.
- ❖ There are extensive and constant care and support needs on an ongoing or time limited basis that, if not met, present an immediate risk to the person or others.
- ❖ The carer relationship(s) has collapsed and there is a need for immediate care and support.

Priority 2: Significant risk where harm may occur now or in the near future.

- ❖ Abuse to self or others has occurred or is at risk of occurring.
- ❖ There are extensive care and support needs on an ongoing or time limited basis.
- ❖ Absence or inadequacy of care and support is causing the person significant distress and their health to deteriorate.
- ❖ The carer relationship(s) is at risk of collapse and the person needs care and support.

Priority 3: Moderate risk where harm may occur if action is not taken in the longer term

- ❖ There are some care and/or support needs that will, if not met, impair the persons longer term capacity to regain, maintain or sustain their independence or living arrangements.
- ❖ The person can make their needs known and ask for appropriate assistance when needed.
- ❖ The carer relationship(s) is under strain and unlikely to be sustainability in the longer term.

Priority 4: Low risk where a person quality of life may be affected, if needs are not met.

- ❖ There are some care and/or support needs but the person can maintain their independence or living arrangement if these are not met, or can make other arrangements to have them met.
- ❖ The person can make their needs known and ask for/arrange appropriate assistance.
- ❖ The person has a support network.
- ❖ The needs are such that they can be met by provision other than social care services.

Appendix II

GRANT ASSISTED ADAPTATIONS

The following are the most common adaptations undertaken after assessment by adaptations the Occupational Therapists.

Item

Access

Paths
Paved areas
Dropped kerbs
Driveway/Run-in

Bath Equipment /Adaptations

Special Bath
Shower (overbath)
Shower Installations
Combined Shower/WC

Extensions

Washing and Toilet Facilities
Additional Toilet
Additional bedroom/living space in cases of complex needs
Alteration or Extension to Kitchen Space in cases of complex needs

Hoists

Fixed Overhead Track Hoists
Slings (only with first installation of hoist)

Miscellaneous

Body Drier
Doors – Re-hanging/Widening/Sliding
External gates (only as part of more extensive access/fencing projects)
Fencing
Heating
Lighting (restricted to essential hard wiring)
Sheds for Powered Wheelchairs or Scooters
Toughened Glass
Soft walls and other specialist finishings for those with Autism Spectrum Disorder

Steps/Stairs

External handrail
Half steps/Shallow Steps/Widening of Steps
Ramp (Permanent & modular only)
Stairlift
Through Floor Lift
Platform Lift

Toileting

Powered/Hydraulic Raisers for Standard/Special WCs
Special WC i.e. Closomat

Note: There may be special circumstances of clients or property where individual assessment leads to grant being offered for adaptations other than those listed here, or indeed, not offered for those that are.

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

Ma tha sibh ag iarraidh an sgrìobhainn seo ann an cànan no riochd eile, no ma tha sibh a' feumachdainn seirbheis eadar, feuch gun leig sibh fios thugainn.

Gaelic

Jezeli chcieliby Państwo otrzymaO ten dokument w innym języku lub w innym formacie albo jeeli potrzebna jest pomoc Uumacza, to prosimy o kontakt z nami.

Polish

यह दस्तावेज़ यदि आपको किसी अन्य भाषा या अन्य रूप में चाहिये, या आपको अनुवाद-सेवाओं की आवश्यकता हो तो हमसे संपर्क करें

Hindi

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

Urdu

ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੀਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।

Punjabi

本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要傳譯員的協助，請與我們聯絡。

Cantonese

