

Frequently Asked Questions Fact Sheet

Scooters & wheelchairs

Q. I am thinking of buying a scooter, what help is available?

A. Before you purchase a scooter, we recommend that you look at the [Disability Living foundation factsheet](#) . You need to consider how far you wish to travel with it, the type of ground you wish to use it on, plus where you will store and charge it. It is expected you would fund all of this yourself including any ramps that you would want to be able to take the scooter into your property.

Q. I have recently had surgery, and need a wheelchair for a short time - who can help?

A. The Red Cross provides wheelchairs for short term loan.

<http://www.redcross.org.uk/Where-we-work/In-the-UK/Southern-England/Wiltshire-Avon-and-Gloucestershire>

They ask for a donation to cover their costs. Wheelchairs may also be hired or you may wish to consider Shopmobility <http://nfsuk.org/>

Q. I would like a wheelchair for long term use.

A. Wheelchairs are provided via the wheelchair service. They have criteria they use when issuing wheelchairs, so are not able to help everyone . Your GP can complete a referral form for you.

Q. I would like a ramp for my wheelchair, can I be given this?

A. We can only consider permanent ramps for people who are unable to walk in and out of their home in the long term.

Small Equipment

Q. I would like advice on cutlery and other kitchen aids.

A. The Disability Living Foundation “ask sara” can give you information on the items that are readily available on the market.

<http://asksara.dlf.org.uk/>

Q. My elderly relatives are coming to stay for a few weeks. I need to borrow a commode or other equipment.

A. You could contact the Red Cross, they ask for a donation to cover their costs.

<http://www.redcross.org.uk/Where-we-work/In-the-UK/Southern-England/Wiltshire-Avon-and-Gloucestershire>

Major Housing Adaptations

Q. I have recently installed a stairlift. Can I have a refund of the cost?

A. No, it is not possible to refund anyone for works that have already been completed.

Q. I know that my financial contribution towards any adaptation will be above the cost of the work – I wish to install a level access shower. Is there anyone who can advise me?

A. You can contact West of England Care and Repair. They have some examples of level access showers at their premises. They would also be able to advise you on local builders and support you in completing the work if needed. They can be contacted on <http://www.wecr.org.uk/>

Phone 0300 323 0700

Q. I need financial assistance towards a level access shower- how do I go about this?

A. In the first instance, following an assessment, the Occupational Therapists will consider rehabilitation, equipment & or minor alterations to your home to enable your safety & independence.

Where this is not possible the Occupational Therapist (in the Promoting Independence Living Team) will then consider a major adaptation to your home such as a ramp, level access shower (wet room) or stair lift, if this is considered necessary & appropriate to meet your needs.

The Occupational Therapy service can write a recommendation to the Housing Services, who hold a Disabled Facilities Grant (DFG). This is a means tested grant which may provide funding assistance towards the adaptation. You may be asked to make a contribution towards the works, depending on your & any partner's financial situation.

The Occupational Therapy service can advise & support you through the process, which often involves putting together a Schedule of work. You would then need to gain two quotes using the Schedule (a list of builders or stair lift companies is available on request). You can choose the contractor to carry out the work & the grant will pay for the cheapest option to meet your needs.

You can choose to cover the cost of a different contractor.

Should there be any problems, please note that the work is under a contract between yourself and the contractor.

For more information on the process please contact the Housing Services 01225 396216

Curo Minor Adaptations

Q. I am a Curo tenant. I would like some small changes to my home to help me to be safe

A. Curo repairs department can be contacted on 01225 366111 for the following:

- Rails: grab rails, banister rails, handrails to steps or short entrance up to 5 metres long
- Doors and windows: alter handles, doorways if straight forward, lower thresholds, alter doorsteps
- Plumbing: provide & fit lever taps, minor alterations to heating systems
- Electrics: provide & fit smoke detectors, extend pull cord switches, lower light switches, raise specific power points
- Miscellaneous: alter steps to widen or reduce height, install small ramps, provide & install key safes

Please note- adaptations are for tenants, Curo do not install adaptations for their visitors.

Q. I am thinking of buying a scooter, what help is available?

Please note that works for scooters are not accepted even with an Occupational Therapy referral.

Neither do Curo fit handrails to paths that are not in their ownership or are not classed as the primary entrance to the property.