



Disabled adaptations

Adapting your home to suit your needs



If you are disabled, or a member of your family is, Soha may be able to help by making a suitable adaptation to your home.

We classify adaptations for disabled people as either minor or major.

Minor adaptations

These are works which are valued at less than £1,500. It is funded by Soha and does not normally mean you have to get a referral from Social Services. We aim to install minor adaptations within four weeks of you contacting us. Examples of minor adaptations include grab rails, lever taps, handrails and small ramps. Please contact Soha on 01235 515 900 or 0800 014 15 45 (Freephone) if you would like to apply.

Major adaptations

These are valued at more than £1,500. Examples include having a level access shower, a shower over a bath, a stair lift or larger ramps and platforms.

If you think you need a major adaptation, contact your County Council Social Services Occupational Therapy team. They will need to





visit you to assess exactly what work is needed.

What happens if I need a major adaptation?

The Occupational Therapist will make a recommendation to Soha within 14 days of their assessment. They will tell Soha what work needs to be done. In the case of a major adaptation, you may be entitled to a Disabled Facilities Grant (DFG) from the District Council which will fund some, if not all, of the work. The maximum grant available for a single adaptation is £30,000.

As part of the DFG process, we will need to assess your finances. Depending on your financial position, you may be required to make a contribution towards the cost of the work. As soon as Soha receives confirmation of the work required from the Occupational Therapy (OT) team, a Soha Technical Officer and Administration Officer will visit you to carry out a financial assessment, draw up any plans and draft a specification for the work.

Once the plans have been approved by the OTs, we will

send details to the District Council for approval.

Once the District Council approves the work, we will arrange for a contractor to carry out the work.

While the work is in progress, Soha's Technical Officer will check that the contractors are complying with the specification and that you are happy with the work being carried out. Soha's Technical Officer will also check the work on completion to ensure it has been carried out to your satisfaction.

For more information about the disabled adaptation process, please contact the Soha Technical Officer responsible for adaptations on 01235 515 900 or 0800 014 15 45 (Freephone).

Working with tenants and partner agencies, we have developed service standards for adaptations:

- We will acknowledge requests for minor adaptations within seven days.
- We aim to complete minor adaptations within four weeks.

- We aim to complete major adaptations within 28 weeks.

Soha is committed to promoting equality and diversity across the services we provide.

Other practical help

There are several other specialist organisations which also provide aids and services for disabled and older people in your area. They include:

- The British Red Cross for the hire of special aids for daily living, such as walking frames or raised seats.
- Health services, such as chiropody.
- Community nurses.
- Specialist assistance for the sight and hearing impaired.
- Health and Wellbeing Centres (previously known as Day Centres).
- Voluntary groups such as AgeUK and the Royal Voluntary Service offer support at home, in the community and in hospitals.

Details of voluntary groups operating in your area

can be provided by your local Citizens' Advice.

Useful contact numbers

These are the telephone numbers which are used most often, but if your area is not mentioned, please call Soha Customer Services on 0800 014 15 45 to get more help.

Oxfordshire

Oxfordshire County Council Social Care Line

Tel: 0845 050 7 666

South Oxfordshire District Council

Tel: 01491 823 000

southoxon.gov.uk

Vale of White Horse District Council

Tel: 01235 520 202

whitehorsedc.gov.uk

South Oxfordshire Adult Social Care team

Tel: 01865 897 979

Vale of White Horse Adult Social Care team

Tel: 01865 897 978

West Oxfordshire Adult Social Care team

Tel: 01993 709 032

**Cherwell Adult Social
Care team**

Tel: 01865 816 673

**Oxford City Adult
Social care team**

Tel: 01865 323 401

Swindon

Swindon Borough Council

swindon.gov.uk

**Swindon Borough Council
Adult and Social Care Line**

Tel: 0800 085 66 66

Buckinghamshire

**Buckinghamshire
County Council**

Tel: 01296 395000

buckscc.gov.uk/social-care

Advice services

**Deaf and Hard of
Hearing Centre**

Tel: 01865 243 447

info@deafdirect.org.uk

Citizens' Advice

citizensadvice.org.uk (in
Oxfordshire caox.org.uk)

Advice Line 03444 111 444

**Guideposts Independent
Living Centre**

Tel: 01235 524857

Carers Oxfordshire

Tel: 0845 050 7666

[carersoxfordshire@
oxfordshire.gov.uk](mailto:carersoxfordshire@oxfordshire.gov.uk)



We will do our best to offer a translation service in a different language if this would be helpful. This may include using a translator to speak to you about the content of a publication rather than giving you a hard copy of your own. We also do our best to offer large print or audio versions of publications. Please ring us on 01235 515 900 or 0800 014 15 45 (Freephone).

Polish

Dołożymy wszelkich starań, aby zaoferować tłumaczenie na inny język, jeżeli byłoby to pomocne. Oferta ta może obejmować usługi tłumacza ustnego, który przedstawiłby treść publikacji, zamiast przekazania tłumaczenia w formie papierowej. Dołożymy również wszelkich starań, aby przygotować druk wielkoformatowy lub wersje audio publikacji. Prosimy o kontakt pod numerem 01235 515 900 lub 0800 014 15 45 (Freephone).

Portuguese

Poderemos também providenciar um serviço de tradução para um outro idioma, se tal lhe for útil. Poderemos recorrer a um tradutor que lhe falará acerca do conteúdo da publicação, em vez de lhe entregar uma cópia impressa da mesma. Envidamos igualmente todos os esforços para fornecer versões em letra grande e versões áudio das publicações. Contacte-nos através do 01235 515 900 ou do 0800 014 15 45 (Freephone).

Italian

Faremo del nostro meglio per offrire un servizio di traduzione in altre lingue, se ciò dovesse servire. Pertanto, al posto di una copia cartacea della pubblicazione da portare con voi, possiamo mettere a disposizione un traduttore che ve ne illustrerà il contenuto. Faremo anche del nostro meglio per offrire stampo a caratteri grandi oppure versioni audio delle pubblicazioni. Chiamateci al numero 01235 515 900 o 0800 014 15 45 (Freephone).

Turkish

Yararlı olabilecek farklı bir dilde tercüme hizmeti sunmak için elimizden geleni yapacağız. Bu, kendinize ait basılı bir kopyayı size vermek yerine, bir yayın içeriği hakkında sizinle konuşmak üzere bir tercüman kullanmayı da içerebilir. Aynı zamanda, büyük baskı ya da sesli sürümleri sunmak için elimizden geleni yapıyoruz. Lütfen bizi buradan arayın 01235 515 900 veya 0800 014 15 45 (Freephone - Ücretsiz Telefon).

Bengali

যদি সহায়ক হয় তাহলে আমরা একটি ভিন্ন ভাষায় অনুবাদ পরিষেবা দেওয়ার জন্য যথাসাধ্য চেষ্টা করব। এর অন্তর্ভুক্ত হতে পারে আপনাকে কোনো প্রকাশনার মুদ্রিত অনুলিপি দেওয়ার পরিবর্তে সেই প্রকাশনার বিয়য়বস্তু সম্পর্কে আপনার সঙ্গে কথা বলার জন্য একজন অনুবাদককে ব্যবহার করা। এছাড়াও প্রকাশনার বড় অক্ষরে ছাপা অথবা অডিও সংস্করণ দেওয়ার জন্য আমরা যথাসাধ্য চেষ্টা করি। অনুগ্রহ করে আমাদের সঙ্গে 01235 515 900 অথবা 0800 014 15 45 (Freephone) টেলিফোন নম্বরে যোগাযোগ করুন।



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