

Adapting your home to meet your needs

To get an adaptation to your property, you (or someone you know) needs to refer you.

How to get referred -

Contact:

**Customer Services Officer
Social Services & Health
Partnerships
London Borough of Hounslow**

Chiswick area
8583 3189/3190/3687

Feltham area
8583 3259/3260/3261

What happens with my referral?

Step 1

The Occupational Therapy Initial Response Team will contact you within 48 hours to begin the assessment process. They will make an initial assessment which decides if you are likely to need any Occupational Therapy input.

**Initial Response Team
Social Services & Health
Partnerships
London Borough of
Hounslow**

8583 6123

Step 2

If they decide you do not need their services, they may give you advice to help you live in your home more comfortably.

If they decide you do need their services, they will get a member of the Occupational Therapy Team to contact you to arrange a visit.

**Occupational Therapy
Operational Manager
Social Services & Health
Partnerships**

London Borough of Hounslow
Chiswick 8583 3224
Feltham x3262

Step 3

On completion of your assessment, the Occupational Therapist will forward any adaptation referrals to Hounslow Homes.

The Occupational Therapy department prioritises the most urgent adaptations.

Step 4

Then, Hounslow Homes' Adaptations team carry out any work that is needed.

**Adaptations Manager
Hounslow Homes**

8583 4088

Some works we carry out may involve a Project Manager from a company such as Stannah for stairlifts, a Project Manager from Hounslow Homes and/or Occupational Therapist from Hounslow Homes visiting you.

**Project Manager for Housing
Hounslow Homes**

8583 4385

**Occupational Therapist
Hounslow Homes**

8583 4334

How long will the process take?

Rails and minor works will be completed within 3 weeks from the receipt of the social service referral.

Stairlift requests will be completed within 6 months and shower works will be completed within 9 months of receipt of the referral from social services.

Extensions may take up to 18 months. This is to ensure that we follow important procedures, for example, Hounslow Homes and the Occupational Therapy department need to agree that the extension should be done, the design needs to be approved and the works need to be planned.

Step 5

After your adaptation has been carried out, Social Services will check that you are happy with the works and that they meet your needs.

For more information, visit www.hounslow.gov.uk

New kitchens and bathrooms

Hounslow Homes tries to make sure that new kitchens and bathrooms are built bearing in mind the needs of people with disabilities.

We do this by visiting all properties before we carry out the work to check whether there are any disability needs.

If there is an identified need then a Hounslow Homes Occupational Therapist will visit you. They will then work with your building contractors to ensure any particular requirements you need are carried out.