

## Medical Adaptations Policy

### 1. Introduction

- 1.1 Along with the rest of the UK, Scotland has a rapidly ageing population. As a result, it is vitally important that we do whatever we can to ensure that our properties can be suitably adapted over time to help meet the changing needs of our tenants, without them necessarily having to move to alternative permanent accommodation.
- 1.2 With six retirement complexes and a high percentage of elderly tenants in the rest of our homes, the Association has an important role to play in helping our tenants to remain in their own homes and to sustain their tenancies.

### 2. Purpose

- 2.1 The purpose of this policy (and associated procedures), is to provide clear guidance to staff, tenants and others, to ensure that the policy aims and objectives are achieved.

### 3. Legislation

- 3.1 The Association will ensure that all current legal requirements are met and that the terms of the policy are in line with the Scottish Government Guidelines. Amongst others, this would also include the following:
  - a) Housing (Scotland) Act 2006
  - b) Equality Act 2010

### 4. Policy Statement

- 4.1 The Association will strive to provide comfortable rented accommodation for all of our tenants by offering a high degree of flexibility in considering altering or improving tenants homes to suit their medical needs. We aim to:
  - a) Respond positively to requests for medical adaptations from tenants, or their family members with a disability or medical condition.
  - b) Consider requests for adaptations and alterations to property for the tenants from the local Councils' Social Work Department.
  - c) Consider requests and recommendations from other professional medical advisors, insofar as the advice from professional bodies is approved by the Scottish Government for grant purposes.
  - d) Carry out the work with the minimum of disruption and in full consultation with the tenant.
  - e) Recognise and account for long term maintenance implications of adaptations and carry out work within our target timescales, usually 28 days.
  - f) Seek whenever possible sufficient funding to accommodate our programme.
  - g) Continue to fund adaptations when allocation has been exhausted, (on the proviso that we have written confirmation that the Scottish Government will refund the association).
  - h) Achieve high levels of customer satisfaction.
  - i) Monitor and report on progress and performance to Board.

### 5. Funding

- 5.1 In order to meet the demand for these requests, the Association will make applications for funding to Scottish Government for Stage 3 Grant on an annual basis.
- 5.2 It is important to note that the Association's funding for all Medical Adaptations is entirely supported by this grant. Consequently, the Association will, whenever possible, submit applications to Scottish Government for additional funding.

## **6. Equality Act 2010 Disability**

6.1 The legislation requires landlords, both private and social to make reasonable adjustments for disabled people. We have and will continue to comply with this requirement, albeit that we operate through recommendations from Occupational Therapists and other Medical Advisors.

## **7. Procurement**

7.1 Procurement of services to carry out medical adaptations will be in accordance with the Procurement Policy and Scheme of Delegated Authorities.

## **8. Procedures**

8.1 The Association has procedures in place for dealing with Medical Adaptations, from initial contact from the tenant or Medical Advisor through to application for grant and receipt of funding.

## **9. Responsibility**

9.1 The Association will be responsible for ongoing responsive and future planned maintenance on all medical adaptation installations. Procedures and priorities will fall within the criteria in the Reactive Repairs and Planned and Cyclical Maintenance Policies. Typically, most adaptations are grab rails and level access showers.

9.2 It should be noted that the Scottish Government will only provide funding once for adaptations to individual properties. Therefore, the Association will aim to retain large-scale permanent adaptations such as over-bath showers, walk in showers, ramps, etc at any form of change of tenancy.

9.3 One exception is stairlifts. At change of tenancy, the Association will attempt to locate tenants who will benefit from the installation. However, stairlifts will be stripped out and removed if no such tenant can be found.

9.4 If sitting tenants request stairlifts to be removed, for example on the death of a partner, for whom the installation was provided, the Association will consider such a request sympathetically and normally arrange for its removal, but any resultant damage to decoration will be the tenant's responsibility.

## **10. Risk Management Statement**

10.1 The risks associated with medical adaptations are comprehensively incorporated within Association's Risk Management Framework.

## **9. Equality and Diversity Statement**

The protected characteristics enshrined in the Equality Act 2010 are respected when ensuring compliance with the Association's obligations in respect of medical adaptations.

## **10. Policy Monitoring and Review**

10.1 The Medical Adaptations Policy will be monitored by the Maintenance Manager and reviewed every four years or as and when deemed necessary.