



HackneyHomes

In partnership with  Hackney Council



Supporting you in your home



This is an EasyRead version of:

“Supporting Hackney Homes Tenants and Leaseholders and Freeholders with disabilities in their home”

Who we are and what we do



Hackney Homes was set up in April 2006.



We manage about 32,000 homes in the London Borough of Hackney.



We are owned and managed by Hackney Council.



We work with the Council to make sure that we treat all residents equally and fairly.

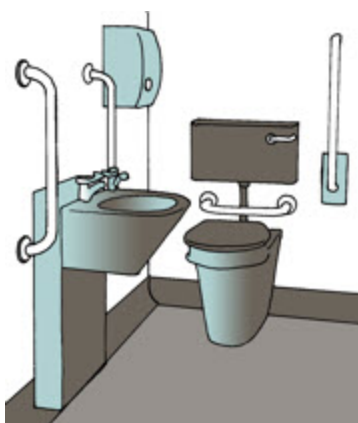
Supporting you in your home



This leaflet is for tenants and leaseholders with disabilities who are living in Council homes in Hackney.

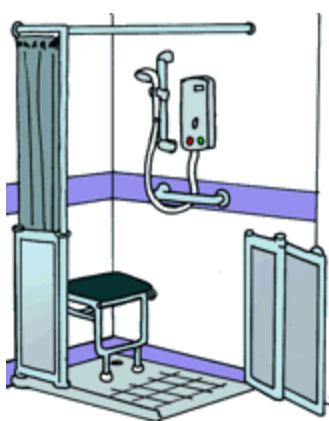


It tells you about Hackney Homes and answers some questions about how we support people living in Council homes.



It tells you how to get in touch to find out about **equipment and adaptations**.

Equipment and adaptations are changes that make it easier for you to stay independent at home.

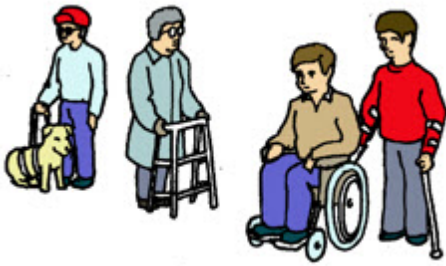


These might be things like **mopstick rails** to help you use the stairs or a **level access shower** to make it easier for you to use the bathroom.



The services available to you are run by the **Occupational Therapy Service** in Hackney Council.

1. What is the Occupational Therapy (OT) Service?



The Occupational Therapy (OT) Service helps residents with a disability or long term illness who find it hard to do some things in their own homes.



Their job is to support you to be as independent as you can be.



An **Occupational Therapist** (OT) will usually visit you in your home and fill out an assessment about your **Needs**.

This says what your difficulties are. It helps decide what things or changes you need.



The team uses a set of guidelines that make sure everyone gets an equal chance to get equipment and adaptations.



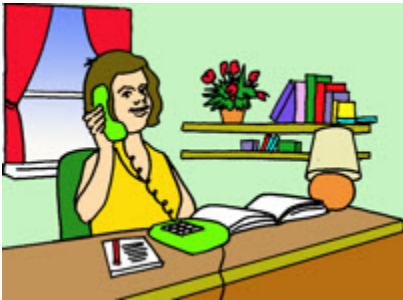
You may get everything you are allowed to have which may differ from what you want or prefer for your home.

2. Who can get this service?



You can get this service if you are a Hackney Homes tenant or leaseholder and need support at home with things like having a bath, using stairs and getting in and out of your home.

3. How can I get in touch with the OT service?



You can get in touch in these ways:

You can phone:



020 8356 6262

You can call in at:



**The Hackney Service Centre
1 Hillman Street
London
E8 1DY**

You can email:



access@hackney.gov.uk



When you get in touch with the OT service, you will be asked about your medical history and problems you have with the things you do each day.



Please have important information ready.



We may need to ask your doctor for more information.



We will then set up a **telephone assessment** within 48 hours of you contacting the OT service.



We will tell you what the next step is, and how long it will take at the end of your call.

4. What happens when the OT visits me?

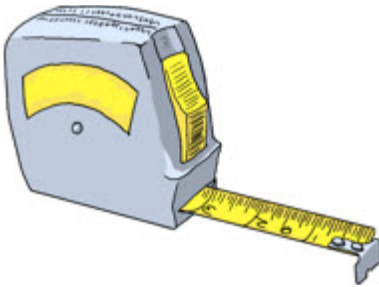
Days						
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	
22	23	24	25	26	27	28
29	30	31				

After your telephone assessment we will set up a visit from the OT within 28 days.



The OT will ask you about your health and your life.

They will ask you to show things you find difficult to do.



The OT may take some measurements to make sure you get the right things or changes.



You can have a carer or friend with you at the visit if you want. They can also tell the OT the difficulties that you have in your home.



The OT will tell you what changes you might get. These might be equipment, adaptations or both.

5. I am a leaseholder, can I get a service?



If you are a Hackney Homes leaseholder or applied for a Right to Buy, you should ask for an OT to visit you at home.



Any adaptations that are needed to your home are paid for with a grant called a Disabled Facilities Grant.



But this grant is means tested, this means they look at how much money you have to see if you should pay for some or all of it yourself.

If the grant is for a child you may not have to pay anything.

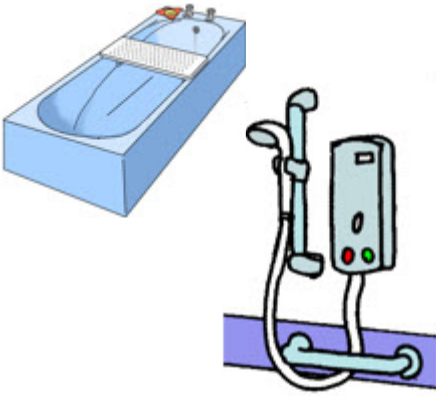


Anything you put into place with the grant becomes yours. This means you have to look after it yourself and pay for any repairs after the guarantee runs out.



Private Sector Housing will be responsible for dealing with your final grant, but the OT can tell you more about all of this when they visit.

6. Adaptations and Equipment



There are different adaptations and equipment items to help be more independent.

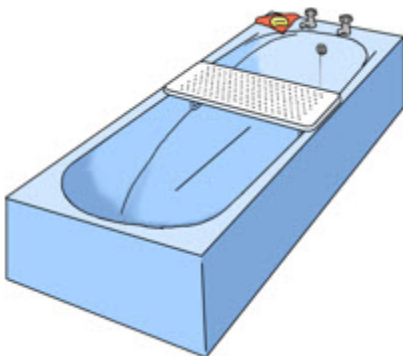


Some are small:

- **Hand rails:** to help you to use stairs



- **Toilet rails:** to give you something to hold onto when you get on and off your toilet seat



- **Bathroom equipment:** like bath boards, bath seats or a bath lift.



Some are bigger:

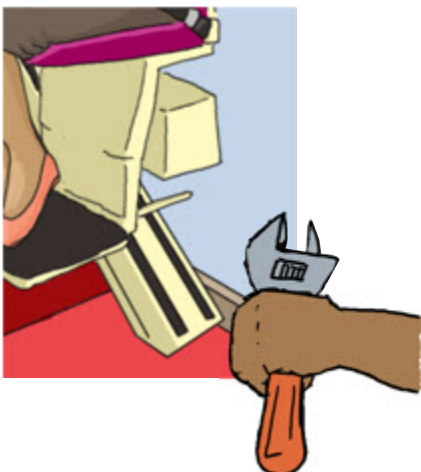
- **level access showers:** these help wheelchair users and people with difficulty moving around



- **ramps:** to help you get in and out of your home



- **stair lifts:** to make it easier for you to get upstairs.



Equipment is not given to you just lent.

We will service and maintain equipment, but we need you to look after it, and give it back when you do not need it anymore.

Adaptations will only be serviced and maintained to Hackney Homes tenants.

7. Services for people who are deaf, blind and have difficulty moving around

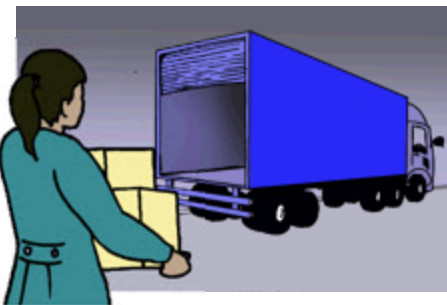


There are special teams to help people with these needs. The OT will tell you which is the right team for you.

8. What if my home cannot be changed?



Some homes are too difficult to change to meet your needs.



The OT will talk with you about your choices. This **may** be moving to a new home.

9. When will the work happen?



We always try to:

- deliver equipment in 7 days and small adaptations to your home within 8 weeks



- finish bigger changes to your home within 22 weeks from the time you ask for an assessment.

10. What happens if my needs change while I am waiting for work to begin?



You can get in touch with your assessor and ask to be seen again.



They will make sure that your new needs are met.

11. How do I tell you what I think about the service I get?



We hope the service you get is very good. But there may be times when you may not be happy with it.



You can help us improve this by telling us how we can make it better.



You can **phone us** on:

020 8356 5022



You can **fax us** on:

020 8356 5091



You can **email us** at:

housing.complaints@hackneyhomes.org.uk



You can use our form on the web site at:

www.hackneyhomes.org.uk



You can speak to our team in your local
Neighbourhood Housing Office.



If you are hard of hearing, phone our minicom number:

020 8356 2813



To use **Typetalk**, phone:

18001 02083 565022

You can send us a letter at:



**Complaints Team
Hackney Homes
136-142 Lower Clapton Road
London
E5 0QD**

13. Where can I find more?



The Hackney Council Web site is at:



www.hackney.gov.uk



The Direct.gov web site is at:



www.direct.gov



Credits

This paper has been designed and produced for Hackney Homes by the EasyRead service at Inspired Services Publishing Ltd.

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It has been checked for accessibility by the Making It Easier Group of adults with learning disabilities.



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