

## Home Adaptations

Your home should work for you, meet your needs and support you to live safely and independently for as long as possible and we're here to make sure that happens.

If you have a disability, mobility issues or health needs, home adaptations can make getting around your home and everyday tasks easier.



### We will:

- **Listen to your needs and assess what's possible** – making sure the right adaptations are arranged for you that will help you feel comfortable and confident at home
- **Get back to you quickly** – responding to your enquiry within seven working days of you getting in touch with us
- **Assess your needs thoroughly** – visit your home within seven working days of speaking to you to complete a home assessment. This will allow us to understand what adaptations would help you the most
- **Complete Minor Adaptations quickly** – if you'll benefit from simple home adaptations such as handrails, we'll fit them within 10 working days of completing your home assessment
- **Find a home that fits you** – if after your home assessment, we find that your home needs Major Adaptations like a stair lift, access ramp or bathroom conversion, we'll work with you to find a home that already has the Major Adaptations you need. We'll then support you to move into your new home and help make everything as smooth as possible
- **Refer you to your Local Authority for support** – if we can't find you a home that already has the Major Adaptations you need, we'll refer your case and home assessment to your Local Authority.





## Need to know

Local Authorities are responsible for approving, planning and managing all Major Adaptations in their area so will decide whether or not the changes to your home can be made.

Once they've reviewed your case, they'll tell us if suggested Major Adaptations can be made and will organise for any works to be completed. After any Major Adaptations are made, we'll then take over repairing and maintaining them so you know that your home will continue working well for you for as long as you need it to.

## Want to know more?

To discuss your adaptation needs and find out more, contact us today:

**0151 351 8734 or 0151 351 8701**

Livv Care and Repair, Centre for Independent Living, Unit 11 Brickfields, Huyton, Knowsley, L36 6HY

Monday – Friday, 10.00 am – 4.00 pm



## Our promise to you

Our Service Standards are built around our core service principles. We will always:



Listen and understand



Treat you with respect



Take responsibility



Keep you informed



Do what we say we will