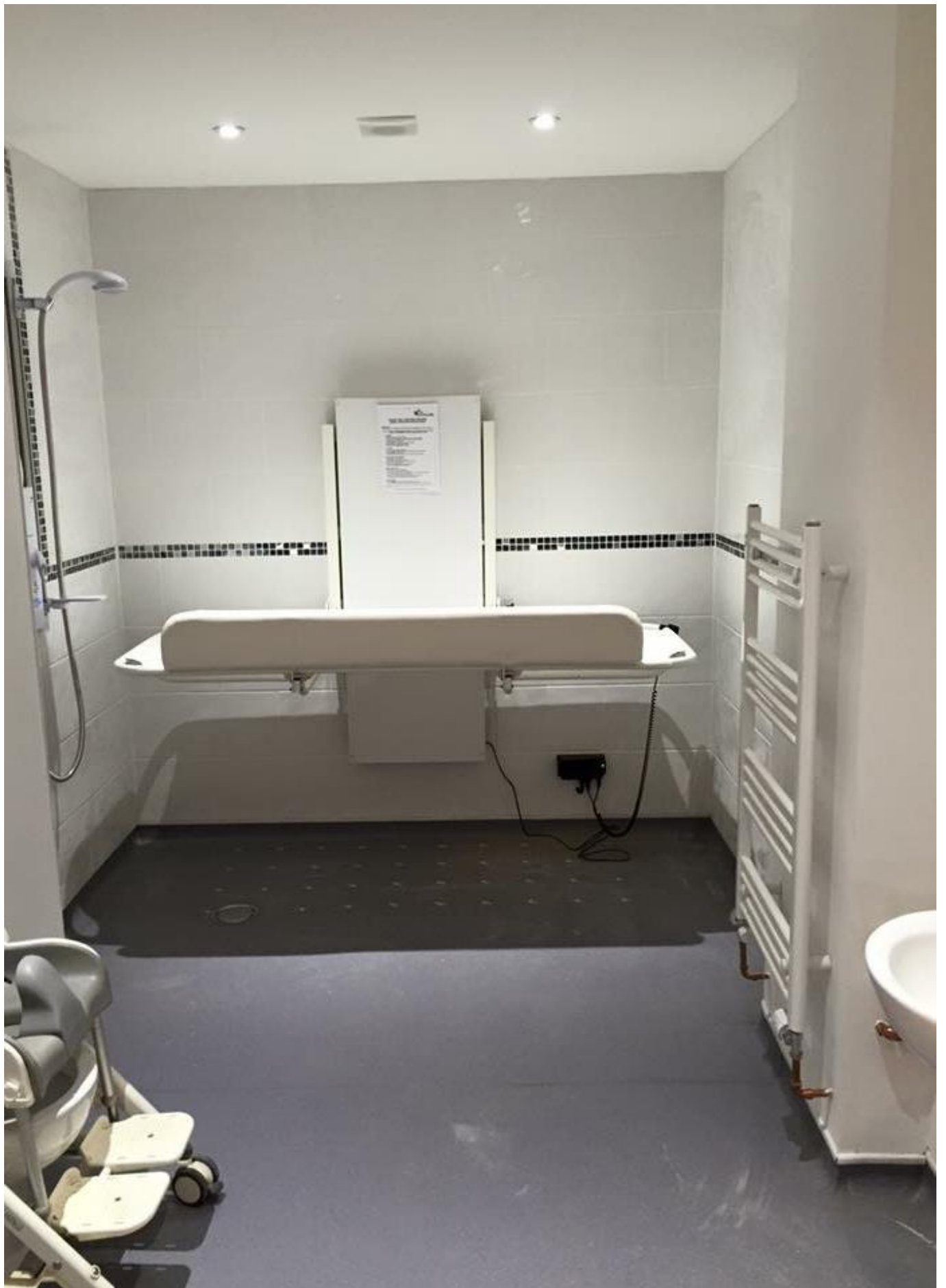


Children's Occupational Therapy Housing Hub Information for Parents and Carers





Who are we?

The Housing Hub is part of the Hertfordshire Community NHS Trust Children's Occupational Therapy service, commissioned by Hertfordshire County Council.

Referral Criteria

Following your child's recent occupational therapy assessment, the Occupational Therapist has made a referral to the specialist Housing Hub team because it has been identified that they require adaptations to the home.

The criteria for referral to the Children's Occupational Therapy Housing Hub are:

- The child or young person must be aged 0-18 years.
- The child or young person, and their family, must live within and pay council tax to a Hertfordshire Council.
- The child or young person must have a long term disability or chronic illness which significantly affects their daily living.

To qualify for adaptations you must:

- Own your own home and not be planning to move to a new property in the next five years, or
- Live in privately rented accommodation with an assured tenancy of five years or more, or
- Live in a council or housing association owned property.

What will happen following the referral to the OT Housing Hub?

Your child will be seen by a specialist occupational therapist from the Housing Hub for further assessment in relation to adaptations and/or fixed equipment in your home. You will be contacted when an Occupational Therapist is available to visit your property, in the meantime your child will be placed on a waiting list. It is expected that an adult with parental responsibility or legal guardianship will be available for this appointment. The child will also need to be present for the initial visit.

What will happen at the initial visit?

This visit is expected to take about 1 hour. We will discuss with you your child's needs and assess how these needs can be met. Your child will be involved as much as possible. You will have the opportunity to discuss any concerns and ask questions you may have. We will inform you of what our next action will be.

We will need to view your home and we may take measurements and photographs of your property. We will explain how adaptations may be funded.

What will happen next?

The Occupational Therapist will:

- In consultation with yourselves, identify and recommend adaptations which are necessary and appropriate to meet your child's needs
- Complete a report, clearly outlining your child's needs and our recommendations
- Obtain authorisation for the recommendations/referral
- Forward the recommendations to the relevant housing agency for consideration. This may be the Hertfordshire Home Improvement Agency, your housing association and/or your local council.

Once the referral has been made, the next step is dependent on the housing agency. At this point we will end the episode of care whilst awaiting further action. If you want to check the progress of your adaptations, please contact the agency to which the referral was made. This information will be provided to you by your Occupational Therapist.

When the Occupational Therapist is contacted by the agency to progress your adaptations, a new episode of care will be opened and actioned.

If appropriate, a joint visit involving the therapist and housing agency will be carried out to assess feasibility of the recommended works. The agency will make a judgement on whether the recommended adaptations are reasonable (based on the funding available) and practicable (depending on the age and condition of the property).

If you are living in a property rented from your local council or housing association, your landlord may suggest you are transferred to more suitable accommodation. If this is required, your Occupational Therapist will complete a housing report to outline your child's needs to support your rehousing application.

What is the role of the Occupational Therapist?

- Assessment of child's needs at home
- Identification of necessary adaptations
- Providing a report detailing needs and recommendations
- Presenting the case to housing adaptations panel
- Making a referral to the appropriate housing agency
- Attending meetings/visits with grants officer/housing agents/surveyor etc
- Completing joint visits with companies for fixed equipment
- Agreement of plans, specifications and schedule of works
- Checking completed adaptations
- Refer to integrated Occupational Therapy team for any equipment needs.

What can't we do?

- Chase councils and housing associations to progress adaptations
- Project manage the adaptations
- Address issues related to property overcrowding
- Refer for adaptations for play areas, sensory rooms or therapy rooms
- Get involved in matters relating to maintenance, decoration or snagging.

What funding is available for housing adaptations?

The adaptations may be arranged and funded in various ways, depending on the cost of the works and who owns the property. This could be via a Disabled Facilities Grant or local funding offer. The housing authority may have local policies and practices which also influence the provision of adaptations. Your Occupational Therapist will advise you on the funding options available.

When will my child be discharged?

Your child's referral will be closed when no active involvement is needed by the Occupational Therapist. The referral will be reopened when further input is required by the Occupational Therapist or the completed works need to be checked.

At the end of our involvement, we will invite you to give feedback on your experiences of our service.

Useful Contacts

The Children's Occupational Therapy and Physiotherapy Service are based at the following centers:

Bull Plain Clinic
Hertford
01992 528102

Danestrete Child Development Centre
Stevenage
01438 737782

Peace Childrens Centre
Watford
01923 470632

Marlowes Health and Wellbeing Centre
Hemel Hempstead
01442 275681

St Albans Children's Centre
St Albans
01727 891100

Kids Hub

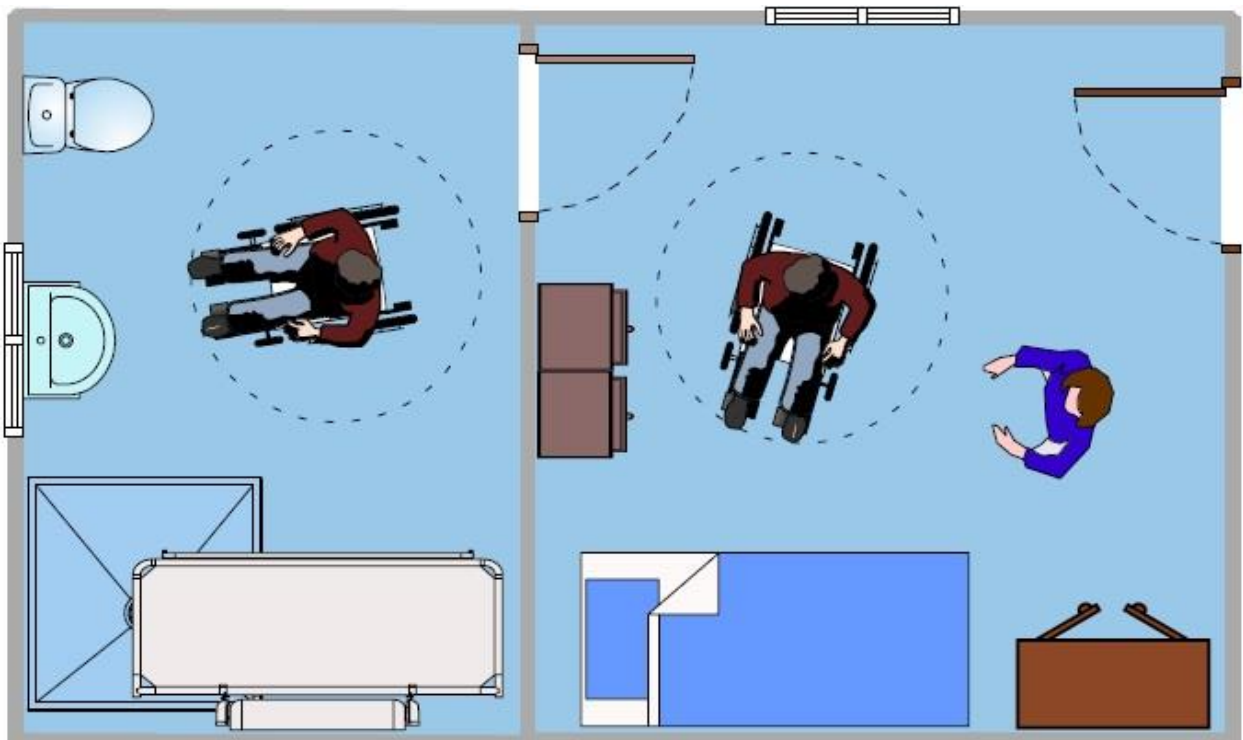
The HUBs offers information and support for parents and carers of disabled children and young people aged 0-19 in Hertfordshire.

East HUB (Hertford): 01992 504013

West HUB (Watford): 01923 676549

Email: hub.herts@kids.org.uk

Website: www.kids.org.uk/hub



Comments or complaints

Hertfordshire Community NHS Trust offer high quality services and aim to be as helpful as possible. If however you are dissatisfied by our service then we would like to know so that we can make improvements.

Please contact either:

Patient Advice and Liaison Service (PALS)

Tel: **0800 011 6113**

10am to 2pm, Monday to Friday Messages can be left outside these hours. Email:

pals.hchs@nhs.net

Patient Experience Team

Tel: **01707 388164**

9.30am to 4pm, Monday to Friday Messages can be left outside these hours Email:

complaints.hchs@nhs.net

Hertfordshire Community NHS Trust

Unit 1a Howard Court

14 Tewin Road

Welwyn Garden City

Hertfordshire

AL7 1BW

Telephone: 01707 388000

Fax: 01707 321840

Email: hct.communications@nhs.net

Web: www.hct.nhs.uk

If you would like a copy of this document in LARGE PRINT, Braille or audio tape, or would like this information explained in your own language, please contact 01707 388164.

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