

EastendHomes

SERVICES FOR ELDERLY AND DISABLED RESIDENTS

1. STATEMENT OF INTENT

- 1.1 EEH is committed to ensuring that it takes into account the specific needs of different groups of its residents in considering the range and quality of services it provides.
- 1.2 EEH recognises that some elderly and disabled residents may need higher levels of support than other residents. These residents may also require aids and adaptations to their homes and assistance in maintaining a good standard of decoration in their homes.
- 1.3 EEH is further committed to ensuring that all environmental works on its estates take account of accessibility factors for all residents. Through ongoing resident involvement and consultation EEH will ensure that both the general needs of the elderly and the disabled and the specific needs of individual residents are taken into account.
- 1.4 EEH will address the needs of these groups of residents through its service provision and provide financial assistance as appropriate and possible.

2. DETAIL

Aids and Adaptations

- 2.1 Where AAE is carrying out a major works scheme which includes internal works and required adaptations for elderly or disabled tenants will be included wherever possible, this will include:
 - Wheelchair access ramps
 - Handrails
 - Wider door openings
 - WC and Bath/Shower facilities
 - Kitchen adaptations
- 2.2 EEH will identify need for aids and adaptations amongst its residents, through referrals from outside agencies. EEH will liaise with Occupational Therapists and the London Borough of Tower Hamlets Social Services Department in considering applications from its residents for aids and adaptations.

- 2.3 EEH make every effort to maximise available funding for aids and adaptations and encourage and support residents in making individual grant applications where appropriate.
- 2.4 Residents will be provided with information about the availability of aids and adaptations and encouraged to apply where they consider the quality of their lives may be improved by their installation into their homes. A separate Aids and Adaptations Policy has been approved by the Board.
- 2.5 All new homes built by EEH will be built to mobility standard. In addition through early pre-allocation of homes EEH will ensure individual requirements for adaptation are taken into account and incorporated wherever possible.

Decorations

- 2.6 EEH will establish an internal decoration scheme for elderly and disabled tenants whereby EEH will decorate two rooms in their homes, on a rolling programme, every five years. Such a scheme is subject to the availability of the necessary resources on an annual basis. If funds are insufficient to decorate all those tenants who would otherwise be eligible then the eldest will have decorations carried out first.
- 2.7 The elderly and disabled decorations scheme will be available to all households which comprise solely of an elderly or disabled tenant, and to elderly and disabled tenants where there is no other adult member of the household who is not elderly or disabled.
- 2.8 If the household includes someone under 65 who is able to decorate EEH will offer an allowance toward the decoration at the rates laid out in the decorations allowance policy.
- 2.9 EEH would normally offer tenants decoration allowance when they move into a property in need of decoration, or where decorations are required following the completion of repair work to their home. In the case of elderly and disabled tenants, however, EEH will offer a choice of Decorations Allowance or to carry out the work or the tenant.

Estate Wardens

- 3.0 Subject to the availability of funding, EEH will employ Estate Wardens who will attend to elderly or disabled residents who may require special services out of normal office hours. Wardens will provide 24 hour cover for the elderly and disabled. The purpose of the scheme will be primarily to assist elderly and disabled residents to live comfortably in their own homes.