

Your Guide To:  
**EQUIPMENT, AIDS  
AND ADAPTATIONS**



# Equipment, Aids and Adaptations

Here at River Clyde Homes we're committed to helping our customers improve their personal safety, wellbeing and quality of life. One of the ways we do this is through the provision of equipment, aids and adaptations.

Where this is not possible or practical, assistance and support will be given to find suitable alternative accommodation that will better meet your needs.

## CATEGORIES OF ADAPTATIONS

Adaptations are split into two categories:

- ***Minor Adaptations***
- ***Major Adaptations***



## WHAT ARE MINOR ADAPTATIONS?

Here are some examples of minor adaptations:

- *Grab rails (internal and external)*
- *Hand rails*
- *Lever taps*
- *Flashing beacons*
- *Stair rails*



## WHAT ARE MAJOR ADAPTATIONS?

Here are some examples of major adaptations:

- *Walk-in showers*
- *Wet room showers*
- *Stair lifts*
- *Ramps*
- *Step alterations*
- *Widening of doorways*
- *Sliding doors*
- *Kitchen adaptations*
- *Wheelchair access improvements*



## HOW TO REQUEST AIDS & ADAPTATIONS

You can request **minor adaptations** by contacting River Clyde Homes by telephone, in person, or by using our self referral form, which can be found on our website. Or, a referral form can be sent to you on request.

Alternatively, you can contact the Housing Officer for your area or call into one of our Hubs at Clyde Square, Greenock, Broomhill or Scarlow Street, Port Glasgow.

If you request a **major adaptation** we will make a referral to the Centre for Independent Living for an assessment of your needs.

### BY PHONE:



**0800 013 2196**

### ONLINE:



**customerexperience@riverclydehomes.org.uk**



**www.riverclydehomes.org.uk**



**@rivclydehomes**

(monitored only during office hours)



**@river.c.homes**

(monitored only during office hours)

### IN PERSON:

Clyde Square, Greenock

|            |                  |            |                 |
|------------|------------------|------------|-----------------|
| <b>Mon</b> | 9:00am – 5:00pm  | <b>Thu</b> | 9:00am – 5:00pm |
| <b>Tue</b> | 9:00am – 5:00pm  | <b>Fri</b> | 9:00am – 4:00pm |
| <b>Wed</b> | 9:00am – 5:00pm* | <b>Sat</b> | 9:00am – 1:00pm |

*\*We are closed on the fourth Wednesday of the month from 1pm for staff training*

Broomhill Way, Greenock

|            |                                     |            |                                    |
|------------|-------------------------------------|------------|------------------------------------|
| <b>Mon</b> | 8:45am - 12:30pm & 1.30pm - 4.30pm  | <b>Thu</b> | 1.30pm - 4.30pm                    |
| <b>Tue</b> | 8:45am - 12:30pm                    | <b>Fri</b> | 8:45am - 12:30pm & 1.30pm - 4.00pm |
| <b>Wed</b> | 8:45am – 12:30pm & 1.30pm - 4.30pm* |            |                                    |

*\*We are closed on the fourth Wednesday of the month from 1pm for staff training*

Scarlow Street, Port Glasgow

|            |                 |            |                 |
|------------|-----------------|------------|-----------------|
| <b>Tue</b> | 9:00am – 12noon | <b>Thu</b> | 1:30pm – 4:30pm |
|------------|-----------------|------------|-----------------|

*This booklet is available in other formats on request and we welcome your feedback on the design and the information it contains.*