



**HEART.** Helping you live independently at home.



# Welcome

**We are a partnership service between Warwickshire Councils. We provide advice and assistance to deliver disabled adaptations and home improvements to keep your home safe, secure and warm. Our caseworkers assess both customers' needs and housing conditions and provide you with tailored advice and support on a range of issues including;**

- oHome aids and adaptations
- oHousing conditions, repairs and safety matters
- oBenefits, grants or loans for essential building works

## How we can help

### Managing in your Home

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We will identify how you manage in your home. Depending on your needs we can help by arranging for;

- oSmall adaptations or equipment like bath boards, stair rails and small ramps
  - oLarge adaptations like stair lifts, level access showers or room conversions.
- Funding for work may be provided by the Councils but we will still support you if you do not qualify for this financial assistance.

### Housing Conditions

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We assess homes to identify required safety improvements in relation to;

- oCold and damp homes
- oSafety and hygiene facilities
- oFire and security
- oSlips, trips and falls
- oRepairs

We help by;

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- o Providing grants and loans
- o Finding suitable contractors to carry out works
- o Supporting you to access other agencies who can help

## Home Suitability

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If your home cannot be adapted we will provide advice and support to identify more suitable alternatives. We explore options such as Supported or Extra Care Housing. We provide practical help with identifying suitable Council or Housing Association accommodation by writing support letters and working with the housing teams.

If you have already found a potential property we carry out joint visits to help decide if the property will meet your needs.

## Falls and Safety

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We identify risks which may result in safety hazards or falling at home. Caseworkers will assist you to prevent accidents by looking at;

- o Simple home modifications such as grab rails
- o Removal of tripping hazards

We will also provide advice and assistance to help reduce the chance of an accident. This includes up to 4 hours free labour to help with reducing risks, e.g. modifying steps or replacing an electric socket.

## Money Matters


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We can help with applications for;

- o Disabled Facilities Grants
- o Grants and loans
- o Charity funding
- o Benefits entitlement

## Contact us

 Email: HEARTnorth@nuneatonandbedworth.gov.uk  
HEARTsouth@nuneatonandbedworth.gov.uk

 Telephone: HEART North: 024 7637 6294  
HEART South: 024 7637 6299

 Write: HEART, Nuneaton and Bedworth Borough Council,  
Town Hall, Coton Road, Nuneaton,  
Warwickshire CV11 5AA

 Website: [www.nuneatonandbedworth.gov.uk/heart](http://www.nuneatonandbedworth.gov.uk/heart)

  Social Media: @HEARTWarks

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