



HEART. Helping you live independently at home.



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Welcome to HEART – The Home Environment Assessment Response Team

At HEART, our aim is to help you remain living independently in your own home. HEART is a partnership between the six local authorities across Warwickshire:

- **Nuneaton and Bedworth Borough Council**
- **North Warwickshire Borough Council**
- **Rugby Borough Council**
- **Stratford-on-Avon District Council**
- **Warwick District Council**
- **Warwickshire County Council**

We have a large, dedicated team available to support our customers throughout their journey.

Our Team

Our team includes:

Duty Officers

Duty Officers are the first point of contact for HEART. They will carry out an initial screening with you and place you on the allocation list for one of the following teams:

- **Housing Assessment Officers (HAOs)**
- **Occupational Therapists (OTs)**
- **Technical Team**

Assessment Process

Once you have been allocated to a HAO, OT, or member of the Technical Team, they will contact you to arrange a home visit and carry out an assessment.

Following the assessment, your officer will discuss their recommendations with you, either at the end of the visit or by contacting you afterwards if further advice is required.

Recommendations may include:

- **Minor works**
- **Major adaptations**
- **Equipment Provision**

We can provide equipment through Warwickshire County Council and Medequip free of charge, where appropriate.

Available Grants

We may also be able to help you access grant funding.

Home Safety Grant

- Funding of up to £1,000
- Used for recommended minor works
- Not means tested

Disabled Facilities Grant (DFG)

- Funding of up to £30,000
- Used for larger adaptations and recommendations
- Means tested
- Works exceeding £5,000 may be subject to a 10-year local land charge.

Your officer will discuss the DFG process and any implications in more detail during your assessment.

There are also discretionary grants that you may be eligible for. Your caseworker will advise you on these grants.

Ongoing Support

Once you have been allocated an officer, they will remain your main point of contact and support you throughout your journey with HEART until your case is completed.

We look forward to meeting you and helping you live independently in your own home.



Integrated Community Equipment Service

At HEART we are fortunate enough to have access to a vast range of equipment that we can prescribe via Medequip without any costs to our customers.

We can supply aids such as toilet frames, bath boards, portable half steps to minor adaptations such as stair rails, grab rails, galvanised rails for steps and pathways.

During our assessments, sometimes larger adaptations are not required and our customers can be supported with equipment only or we can provide equipment once adaptations have taken place to ensure they can remain living independently at home.

Bathing



Slatted Showerboard
26", 27", 28"



Bath Seat - Slatted
6", 8", 12"



Bath Step – Adjustable



Mobile Shower Chair - Fixed Height



Mobile Shower Chair - Adjustable Height



Shower Stool - Adjustable Height (No Back)



Static Shower Chair



Bath / Shower Board Handle



Swivel Bather



Plus Size Height Adjustable Shower Stool



Self-Propelled
17", 19", 21"



Attendant Propelled
17", 19", 21"



Attendant Propelled Shower Commode



Plus Size Attendant Propelled Shower Commode



Freeway T80 Shower Chair - Tilt In Space
17", 19", 21"



**Freeway Shower Chair Seat
with Full Ring Aperture**
17", 19"



**Freeway Shower Chair Seat
with Horseshoe Aperture**
17", 19", 21"



**Freeway Shower Chair
Wide Armrests**



**Freeway Shower Chair
Commode Pan**



Kanho Eco Bathlift



**Height Adjustable
Wheeled Shower Chair**



**Modular 3 in 1 Shower
Chair**

Toileting



Mediatric Commode
Detachable Arms -
Adjustable Height



Freestanding Toilet
Frame - Adjustable Width



Raised Toilet Seat
2", 4"



Raised Toilet Seat
6"



Urinal - Female



Urinal - Male



Freestanding Toilet Frame -
Adjustable Height



Commode – detachable
arms



Commode - Mobile



**Plus Size Toilet Seat and
Frame**



**Plus Size Wheeled
Commode**



Toilet Seat and Frame



**Plus Size Static
Commode**

Bedroom



Back Rest



Pillow Lift



**Easyrail Bed Grab Handle
for Slatted Bed**



Adjustable Blanket Cradle



Double Ended Bed Grab Handle



Easyrail Bed Grab Handle for Divan Bed



Leg Lifter



Bed Other - Overbed Table With Castor



Bed Lifting Pole



Plus Size Bed Grab Handle for Bradshaw Bed



Premier Bed Grab Handle



Mattress Elevator - Adjustable

Living Aids



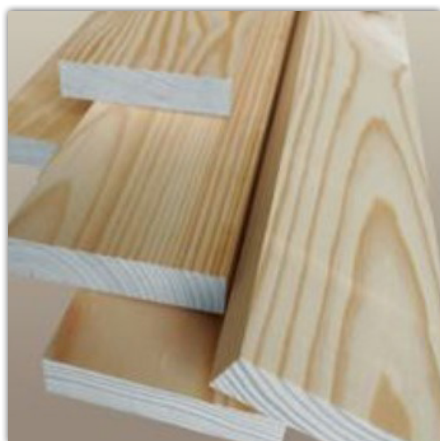
**Drop Down Rail With Leg -
Adjustable height**



**Floor to ceiling pole
(Ribbed)**



Mopstick Rails



**Backboards for Mopstick
Rails**



Trolley



Perching Stool

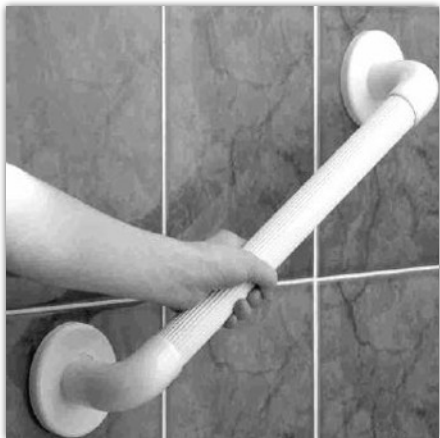


**Plus Size Height
Adjustable Stool**



**Height Adjustable
Perching Stool**

Grab Rails



Rail - Plastic Fluted
12", 18", 24"



Grab Rail - Metal Flat End
12", 18"



Grab Rail - Metal Round End
12" 18" 24"



Homecraft Steel Newel Rail -
Left and right handed options

Mobility

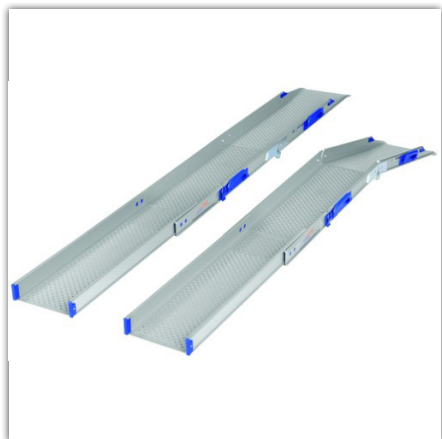


Half Step - Metal
405mm x 760mm

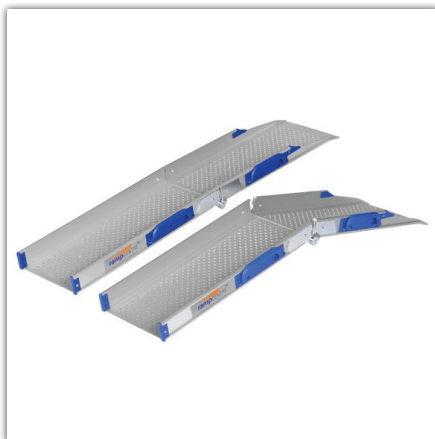


Half Step - Metal
610mm x 760mm

Ramps



Combination Channel Ramp
1500mm x 2070mm



Folding Channel Ramp
1100mm

Raisers



**Sure Grip Raisers –
Single**



**Chair Raiser – Adjustable
Linked**



**Multi-purpose Raiser
Main Section – Single**



**Universal Multi-Purpose
Raiser spreader Bar**



**Universal Multi Purpose
Raiser Clip on Sections
(Single)**

Minor Adapts



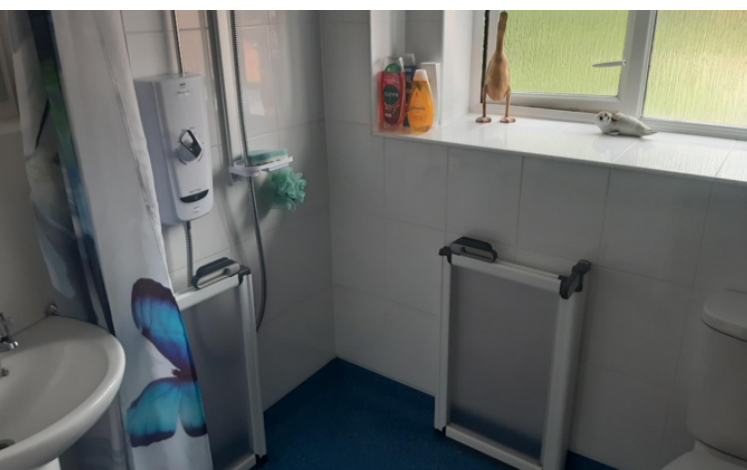
Galvanised 'B' Tubes Various lengths



Level Access Shower

Mr. X Contacted HEART as he was having difficulties accessing his current bathing facilities due to a decline in his health and mobility. A visit was booked with one of our HAO's for a Home Environment Assessment. During the assessment the recommendation was made to adapt the bathroom through a Disabled Facilities Grant for Mr. X.

HEART Handled the process from assessment to works completion. Mr. X and his wife were thoroughly pleased with the works as this enabled them both safe, independent access to their bathing facilities which they both shared with us gave them back their independence and dignity. Both Mr and Mrs X shared that they were over the moon with the support they received from HEART and their new bathroom.



Thank you very much for all your assistance in giving A freedom in her home.

The level access through the front door, door widening of her bedroom and living room and level access bathing facilities and bidet WC have all made a difference to her health, independence and well-being.

All aspects of the works undertaken have been to a high standard by contractors who have been considerate, hardworking, and tidy.

All A's needs have been met because of the works and A (as we all are) are very grateful to you and all the teams involved in helping making this process possible.





Riser worktops and sink



Chest Height Oven



Drop Down Cupboard Baskets

Kitchen Adaptations

Mrs. B is a full-time wheelchair user. A referral was made to HEART as she was unable to access her kitchen properly due to not being able to position her wheelchair safely to use all of her kitchen. There was a risk of falls and burns when cooking for Mrs. B and this was upsetting as she loves to be as independent as possible and enjoys cooking but also wanted to be able to clear up properly after cooking.

A HEART Home Environment Assessment was carried out with a recommendation to adapt the kitchen for Mrs. B to give her full access to all of her kitchen facilities. This included a chest height oven and electric riser worktops to safely access the hob as well as the sink. With the new worktops and oven, Mrs. B is able to position herself in her wheelchair safely to access the oven and hob which has greatly lowered the risk of falls and burns but also to position herself at the sink to complete simple, but important tasks for her such as washing up, filling the kettle etc.

Mrs. B is very happy with her adaptation which has now enabled her to have safe access to her whole kitchen and regain more independence.



I would like to inform Occupational Therapist Melissa, that her customer's mother was very pleased with the work done by her previously and now.

When I called her for grab rails she asked me to thank Melissa and say how delighted she is with her work.

We thank Owen and Michelle for all of their help.

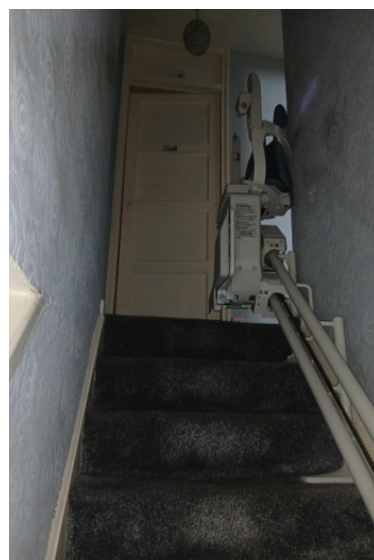


Stair Lift

Mr. X contacted HEART as not only was he having difficulty accessing his bathing facilities, but he was also finding the stairs a huge struggle and was unsafe when using them. A HEART Home Environment Assessment was completed by one of our team and the recommendation given for safe stair transfers was a stair lift.

HEART HAO stayed with the case from assessment to completion, the stair lift was also fitted urgently due to concerns around safety on the stairs and the risk of falls on the stair being high for Mr. X.

Upon completion, Mr. X was able to safely access his first floor to use his bathroom and go to sleep in his own bed rather than on the sofa. Mr. X shared he was so happy to finally use the stairs safely and Mrs. X was relieved that the risk of falls was now extremely low on the stairs meaning she did not have to worry about Mr. X as much. Both were extremely pleased and thanked HEART for their support in enabling this work to be completed under a DFG Grant meaning that they can both stay living independently in their home.



From the day Owen first visited us to advise which aids would benefit my wife, due to her mobility issues, we have received great care.

Michelle constantly updated us on progress and timescale for the Stannah Stairlift fitment.

Problems did arise but they were dealt with quickly and positively by all concerned.

We thank Owen and Michelle for all their help.





Minor Works

Here at HEART, we do not just recommend and organise large adaptations, we also recommend and organise minor adaptations such as an extra stair rail, concrete half steps, grab rails, galvansied hand rails amongst many other things.

We can support with these works by using a Home Safety Grant. This Grant is non-means tested and allows us to use up to £1000 for minor works that may be recommended during your assessment.



I just wanted to express my thanks to Nuneaton Home Environment Assessment Response Heart Team. From the start to the end, it was an amazing experience.

I first met Becky from the OT Assessment Department when she came to my home and assessed my limited mobility situation professionally and discussed the options available for my needs to help me live safely at home. Becky was very patient and explained everything. We completed the documents and I then received a call from Michelle, who was very professional and explained who would be dealing with and sorting the equipment needed for all the adaptations. Michelle was fantastic, communicating with me throughout the process by telephone or email, nothing was a problem for her.

She arranged for grab rails to be fitted then arranged for a contractor to design the wet room. I am so glad to be able to shower safely using the shower chair Michelle ordered for me. Michelle then arranged for a Stannah Stairlift to be installed, she has been such an inspiration to me in making sure I was satisfied with everything she provided to make my own home a far safer environment.

I am overwhelmed and grateful for the outstanding experience I received from The HEART Team.



Ramps

Mrs. F was having difficulty accessing her garden and washing line due to her reduced mobility and need for wheeled walking aids. There was a step down into the garden that she could not manage.

With Mrs. F's consent her family contacted HEART for a Home Environment Assessment. Mrs. F was assessed by a member of the HEART Team and the recommendation of ramped rear access was given with external groundworks to enable Mrs. F to have access to her washing line and garden.

HEART saw the works through to the end and Mrs. F was extremely pleased that she was now able to access her garden safely and independently with her wheeled walking aids to enjoy the outdoors as well as access her washing line.

She shared that the ramp has made such a difference to her life as she cannot access the community without family support but that getting into her garden gives her a sense of freedom as well as dignity in being able to at least hang some clothes out to dry. Mrs. F shared that she was extremely happy and grateful to HEART for all of their support.



Speaking to Dawn made me feel like I was talking to someone who understands, and not like a call centre, the tone of voice gave me a sense that she was used to dealing with people of a certain age, and gave confidence, she came across as caring.

She managed expectations of how long things might take and then delivered with the contractors turning up exactly when they said they would.





Platform Lift

Miss C was finding it difficult to get out and access her community due to having steps at her front access door leading up to the public footpath and road. Miss C could not negotiate these steps safely and felt 'Stuck' inside her own home.

After a HEART Home Environment Assessment with one of our OT's, a platform lift was installed. This now enables Miss C to access her wider community and has given her the opportunity to go out and about as she pleases now.



I cannot thank you enough for changing my life in such a positive way.

I never used to go upstairs unless another person was in the house. This meant I would often have to sleep downstairs and could not take a shower. Having the stairlift installed has given me back some independence.

I have incontinence and having the wash/dry toilet has enabled me to get some dignity back. I feel so very lucky to have been considered for these grants for this life changing equipment. I now have use of my upstairs again.

Having sleep apnoea means I must use a CPAC machine, and it is great to be able to use it as I'm supposed to do because I can now get upstairs to bed on my stairlift.

There are no words to thank you enough. Lisa has been amazing in chasing up my Housing Association and engineers for installation and has kept me informed all the way through.

You are a lifesaving team, and I am now a much happier person and able to manage/cope and accept my disabilities without feeling dirty, down and embarrassed if people visited. Thank you for giving me a new lease and positive acceptance of my life!



Through Floor Lift

Mrs A was upset as she was no longer able to get to her bedroom or bathroom upstairs with the rest of her family due to her health declining and becoming an almost permanent wheelchair user.

Mrs A contacted HEART and an assessment was carried out with the recommendation of a Through Floor Lift. This lift is wheelchair accessible and goes from the living room directly into the bedroom. This meant that Mrs. A would now be able to access both her bedroom and bathing facilities again independently.

HEART processed all of the works under a DFG from assessment to installation, Mrs. A was thrilled to have full access to all of her home again safely and independently.



“

Massive thank you. I appreciate your kindness, I'm only 46, and Patsy put my mind at ease from the second we spoke.

She was thorough and realistic with what was required. The paperwork was straightforward and she even got the housing contractors to sort out hand railing for me. The man who measured up was lovely and showed me what the wet room would look like.

The wet room installer was great, helpful, and respectful. The work he did only took four days and he kept me informed at all times. He showed me how everything worked. I received a follow up call, in which I was told to contact the guys directly as the wet room under 12-month guarantee.

The whole experience has been amazing, and I genuinely forgot that people are kind and I felt like I was understood for the first time in four years. The process was great and I was lucky enough to be able to have a first safe shower in four years.

”



Rampscaping

Mr Y and his wife contacted HEART because they were experiencing difficulties getting Mr Y safely in and out of their home while using his wheelchair.

Although the front entrance only had a small step down to the driveway and a standard door threshold, these features still presented a significant barrier to safe access. As a result, it was becoming increasingly difficult for Mr Y to leave the property and access the local community.

A HEART Housing Assessment Officer attended the property to carry out an assessment. Following the visit, the officer recommended the installation of a low-threshold door together with rampscaping to improve accessibility. These adaptations would enable Mr Y to enter and exit the property safely and independently using wheeled mobility equipment, including a wheelchair.

Rampscaping involves creating a safe, gradual slope leading to and from an entrance door, removing or reducing the impact of small level changes. This type of adaptation can only be recommended in suitable circumstances, typically where the height difference between the internal floor level and the external ground level is relatively low.



It's brilliant. The wheelchair just rolls in and out now, it makes it so much easier. Lots of our neighbours have been telling us how nice it looks too.



Contact us



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