



Home Hazard Assessment Service

At SCH your safety and wellbeing is our priority. Our Wellbeing service offers you a free home visit to check for hazards and make sure your home is safe. After the assessment, we'll make a recommendation on how any risks can be reduced or removed. Examples of the improvements we offer include: fitting personal alarms, grab rails, bed levers and fixing loose carpets or easing doors. Our service is open to Solihull residents aged over 18 years, having a risk of falls.

Assess your risks

We will:

- Have visiting staff who are 'Trusted Assessors' highly-trained in assessing and creating solutions to meet your specific needs.
- Make it easy for you to request a home safety check by calling our contact centre on 0121 717 1515.
- When you contact us, we'll take time to talk and understand your home safety concerns.
- We'll give you the name of our friendly and helpful officer, who will visit you within 2 days, and assess your home for risks of slips, trips and falls.
- We'll discuss and create a solution tailored to your need, such as bed levers, toileting and bathing aids, perching stalls and other equipment that will help you to be safe in your home.
- We'll place orders for your equipment and give you a timescale for work to be completed.
- Fit grab rails and bannisters in your home within 5 days of our assessment.
- Make sure that our contractors treat your home with respect, work safely and minimise any disturbance to your comfort and wellbeing.
- Ensure you're satisfied with the adaptations and that they meet your needs.



You can help us to achieve our Service Standards by

We ask you to:

- Inform us of any specific access or personal requirements that we may need to be aware of to deliver our service to you.
- Inform us if you are unable to keep your appointment with us.
- Use equipment in line with our instructions.
- Only allow the person it's been prescribed for to use the equipment provided.

Wellbeing – Home Hazard Assessment Service

How will we keep a check on our Service Standards

We will:

- Ask you if you are satisfied with the work we've completed and address any concerns.
- Contact you after 6 months of completing our work to ensure the equipment is suitable and meets your needs.
- Contact you within 1 week of installing any bathing equipment to ensure you are comfortable and able to use it as prescribed.
- Ensure our staff keep their training up to date so they can deliver a quality service to you.

We will regularly report how we are doing to our SCHape Residents' Panel – made up of customers who scrutinise our service.

Use feedback from surveys, compliments, complaints and general comments to improve our service.

How we will update you on how we are doing

In our Annual Report we will tell how well we have delivered on our Wellbeing service.

We will provide up-to-date information

- about our services through our quarterly newsletter.
- on our website at www.solihullcommunityhousing.org.uk
- on Facebook, Twitter and Instagram for you to see what we are up to.

We will review our Service Standards

When we:

- Review our KPIs as part of our annual service delivery plan.
- Update our policies or review our services.
- When your valued feedback is telling us we need to look at things again.

