

Appendix 3 – DFG Case studies

The first two are cases are level access showers (LAS) which would be deemed as a relatively straightforward adaptation. The third is a complex case for a child.

Miss N

19/1/21 Referral received from OT for LAS, customer has limited function in one arm due to lymphedema

19/3/21 Application and supporting financial evidence received from customer

25/3/21 Sent to contractor

30/4/21 Plans received from contractor

19/5/21 OT consent received

2/6/21 LL consent received

3/6/21 Grant approved

23/7/21 Works completed

11 weeks from application form received to grant approval, 7 weeks to complete works. At this time LC on maternity and contractors having material and capacity issues also.

Feedback from customer - Absolutely amazed with it, really stunning! Has given her so much freedom, no longer needs to ask for assistance when bathing.

Ms H

8/12/21 Referral received from OT for LAS, customer has condition which affects stability

16/12/21 Application pack sent

11/3/21 Application from received, customer on passported benefit

11/3/21 Sent to contractor

19/3/21 Plans received, amendments required

5/4/21 Revised plans/ SOR received

9/4/21 OT consent received

20/4/21 Asbestos survey and LL consent received

28/4/21 Grant approved

21/6/21 Works started

2/7/21 Works completed

7 weeks from application received to grant approval, 8 weeks for work to commence. As above, this was at the height when contractors had capacity and material issues.

Miss B

Original referral received August 2020, Ramp, Level Access doorway, level access shower, possible Through Floor Lift – customer is a child who has a complex medical condition.

Application form received 10th Sept 20

OT and contractor attended site

Quote for through floor lift received 1/10/21

Further site visit requested from OT, attended property with contractor and OT 21/10/20
plans agreed ready to proceed for approval.

New OT allocated to case, advised of additional disabled child in property whose needs also need to be accommodated.

Plans drawn up by newly appointed Technical officer, meeting conducted with new OT 23/11/20.

Officers from other another authority's social services department became involved and numerous meetings conducted to discuss needs of children.

OT organised bath assessments for both children before making a final new recommendation 23/3/21, now included was a specialised bath, level access shower, ramp, door widening's and other minor works.

A further five revised plans were drawn up before all agencies/ partners involved agreed on the adaptations.

Works commenced July 2021.