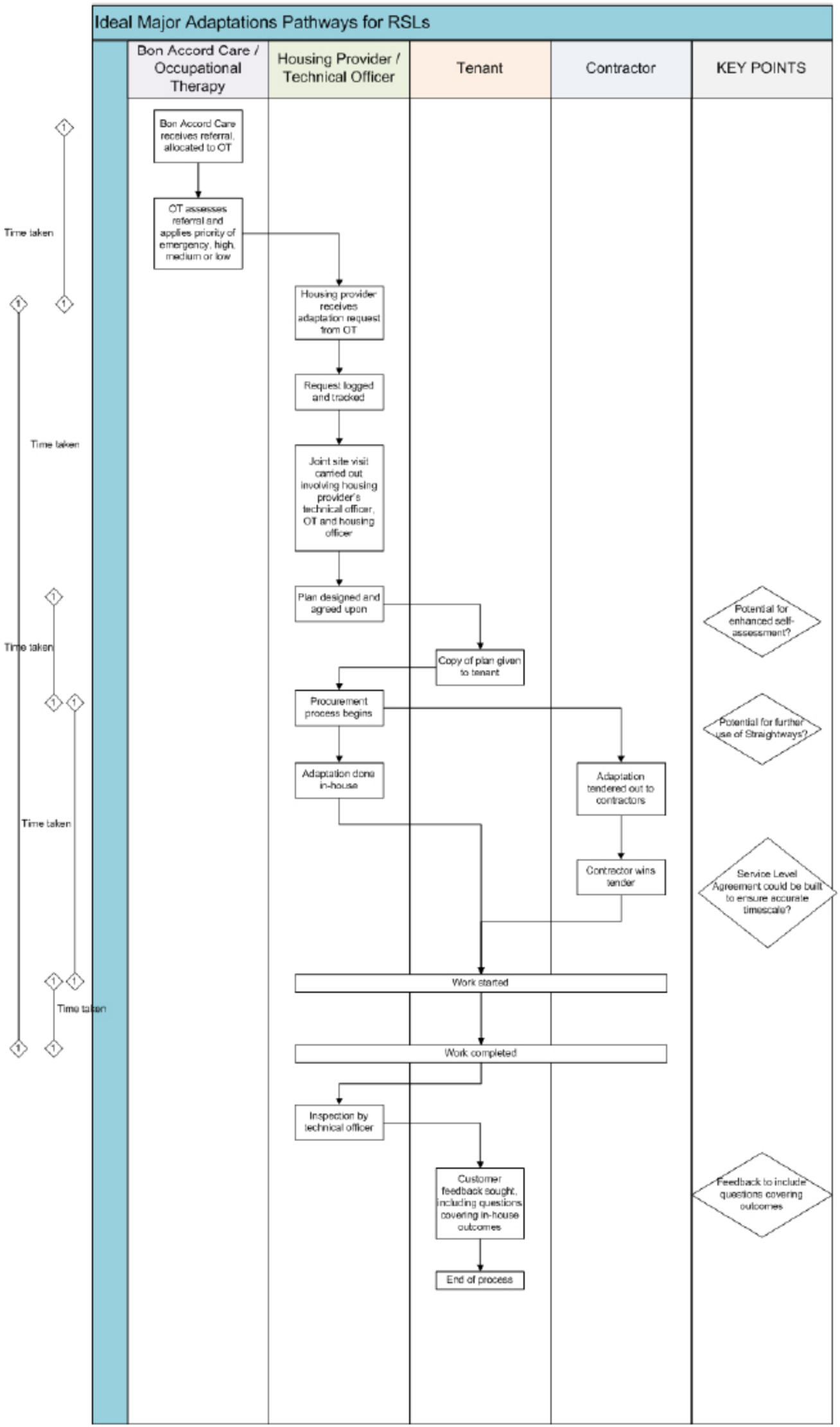
Ideal Major Adaptations Pathways for RSLs
Bon Accord Care / Occupational Therapy
Housing Provider / Technical Officer
Tenant
Contractor
KEY POINTS
Bon Accord Care receives referral, allocated to OT
OT assesses referral and applies priority of emergency, high, medium or low
Housing provider receives adaptation request from OT
Request logged and tracked
Joint site visit carried out involving housing provider's technicall officer, OT and housing officer
Plan designed and agreed upon
Copy of plan given to tenant
Procurement process begins
Adaptation done in-house
Adaptation tendered out to contractors
Contractor wins tender
Work started
Work completed
Inspection by technical officer
Customer feedback sought, including questions covering in-house outcomes
End of process
Time taken
Time taken
Time taken
Time taken
Potential for enhanced self-assessment?
Potential for further use of Straightways?
Service Level Agreement could be built to ensure accurate timescale?
Feedback to include questions covering outcomes