

Service Review Panel – Medical Adaptations

Venue & date: Parkhead Schoolhouse, 8th October 2025

Prepared by: Linda Jaap & Anna Denkwicz

1. Medical adaptations: definition and examples

Medical adaptations are practical modifications at home that make daily living easier for people with health needs. Thanks to these improvements, residents can live independently and safely in their own homes. Common adaptations include features such as grab rails, ramps, level-access shower, over-bath shower.

Main objectives of medical adaptations:

- Accessibility: removing barriers to support movement within the home
- Safety: reducing the risk of falls and injuries through practical solutions.
- Compliance: meeting statutory standards for accessible and adapted housing.

2. Purpose of the panel

The Service Review Panel will replace our previous 'Tenant Scrutiny' groups with a new format and methodology; inviting face-to-face conversations between people who have requested a service from the Housing Association and the process has been engaged and completed. In this instance, tenants in receipt of a Medical Adaptation to their home users have come together with and the staff responsible for managing the process within housing. The purpose of the meeting was to examine the entire process from start to finish, understanding what works well and what needs improvement. We have prepared information regarding priorities, which plays a crucial role in this process. We also had the opportunity to explain to the participants what we, as Parkhead Housing Association, can influence and what is beyond our control.

3. Participants & Attendance

Tenants who had completed a full adaptation cycle within the last 12 months (identified need → referral → start of work → completion) were invited to participate in the panel. This

allowed us to obtain feedback on the entire adaptation process Invitation letters were sent to eligible tenants. Participation was entirely voluntary – we wanted residents to feel comfortable and under no pressure to attend.

We invited 28 tenants who had completed medical adaptations in the past year and represented the full spectrum of works. The meeting was attended by 11 people representing different types of adaptation (including ramps, grab rails, level – access shower, garden fences etc.). Two further tenants attended a one-to-one session who were keen to provide feedback on their experiences but were unable to make the meeting date.

4. Session structure

At the beginning of the session, participants were divided into four small groups. Each group focused on one stage of the process:

- Identifying the Need & Referrals
- Communication & Approval Process
- Delivery & Quality of Work
- Impact & Outcomes

The session was led by Linda Jaap and Anna Denkiewicz. Representatives from Parkhead Housing Association’s Development Team—Andy Duffus and Michelle Hamilton—also took part to present an overview of how Medical Adaptations are procured and delivered. During the session, they provided explanations on topics such as financing and approvals process. This structure ensured that the feedback covered both tenant experiences and operational realities.

5. Results of each stage

Identifying the Need & Referrals

- Tenants generally understood the next steps after the initial contact.
- For some tenants, the need for an Occupational Therapist referral was not clear at first, which led to confusion and delays.
- Tenants Feedback: *“Was not informed at the start I needed a referral.”*
“More info needed about how long it might take for work to happen.”

Communication & Approval Process

- Tenants appreciated the fact that the team from Parkhead Housing Association kept in touch and clearly explained the financing and approval steps.
- After the application was approved, not all contractors confirmed the date of the visit, which meant that tenants were forced to take additional steps to obtain information about completion dates.
- Tenants Feedback: *“Housing was in constant contact with me; I had all information.”; “Contractor to provide more communications after visit”; “No timeline – spoke through process vaguely.”*

Delivery & Quality of Work

- The tenants were extremely satisfied with the quality of the work.
- The contractors were polite and made every effort to ensure that the work they performed met the tenants' expectations.
- Everyone agreed that the contractors cared about doing the job well and that the results were of a high standard.
- Tenants Feedback: *“Excellent quality of work, I was so happy after that. Now I feel more comfortable”; “The contractors were very good and carried the work out to a high standard”*

Impact & Outcomes

- These adaptations have had a real impact on everyday life - they have made tenants feel safer, more independent and more comfortable in their homes.
- Overall, everyone agreed that the service had made a huge, positive difference to their daily lives.
- Tenants Feedback: *“Bathroom adaptations and new shower changed quality of my life”; “The adaptations have made a huge difference to my son and myself as he now has a safe place to play”*

6. Cross-cutting themes

- **Managing expectations:** Some residents expected the work to be completed more quickly. Typical deadlines and factors that affect them (Occupational Therapist

availability, funding cycles, contractor schedules) should be clearly explained to avoid misunderstandings.

- **Priorities for implementation:** The order of work depends on the priority assessment made by the Occupational Therapist. It is worth informing tenants of the priority category of their request (P1- urgent, fastest process; P2- medium, longer wait; P3- low, longest waiting time). This will help tenants better understand the differences in waiting times.
- **Notifications from contractors:** Some contractor visits were confirmed late or not at all, which caused frustration. It would be helpful to introduce a communication standard for contractor visits.
- **Team learning:** The presence of the Parkhead Housing team during the meetings allowed residents to understand what we can control as Parkhead Housing Association and what actions are beyond our control. The opinions of residents who benefited from the adaptation were communicated directly to decision-makers.

7. Recommendations

- Prepare a one-page leaflet containing information about priorities and what we can / can't control.
- Once the application has been approved, provide the name and telephone number/e-mail address of the contact person at Parkhead Housing Association.
- Prepare a short checklist to ensure that all information (e.g. contact details, Occupational Therapist decisions, arrangements with the tenant) is communicated between the housing department, Occupational Therapist and contractor without any omissions.
- The team should note any minor issues (e.g. lack of notification) and respond to them immediately to prevent similar situations from recurring.
- On submission of the contractors invoice, send out a survey asking for feedback after the work is completed.

8. Points of note

- Apply this service review model to other areas (Repairs, The Pantry, Reception). Invite people who have recently gone through the entire process of this service. Also invite members of the teams that deliver the service to the meeting.

Conduct the meeting according to the same four steps:

request → approval/communication → implementation/quality → results

After the meeting, publish a short summary '**You said / We did**' with a list of further recommendations.