Work Sheet: Setting Expectations

Discuss the following housing modification issues with your Supervisor. Would you have considered these strategies to manage the person’s expectations? How would you manage these potentially conflicting situations?

1. **Person meets essential need for a bathroom modification but is requesting tiled floors and walls. I have considered:**
* *Talking about why tiles are not a recommended option from a safety and cost perspective.*
* *Suggesting the option of paying privately for all the bathroom modification so they can choose tiles.*
* *Negotiating the option of part payment of tiled walls but not tiled floor.*
* *Providing information on weight of power wheelchair plus client which may affect long term use of tiles.*
* *Reading through the Modifying Your Home- Level Access Shower Information Sheet together and discussing the information to negotiate an agreed plan.*

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1. **Person wishes to retain the bath plus include the installation of a level access shower. I have considered:**
* *Listening to the person’s reasons why retaining the bath is important e.g. family, cultural, property value.*
* *Problem solving with the person equipment options for use of shower over bath which will meet the person’s long term needs e.g. bathlifter, transfer bench.*
* *Reviewing the house – could a level access shower be installed elsewhere e.g. laundry ,as long as this is option is cost effective or discuss the person contributing to the additional costs.*
* *Planning a scale drawing to demonstrate a level access shower and a bath cannot both be accommodated in the design.*
* *Physically demonstrating to the person the space needed in bathroom for a level access shower.*
* *Communicating with the caregivers, who assists with personal cares, to explore long term options.*
* *Reading through the Modifying Your Home – Level Access Shower Fact Sheet- together and discussing this information to negotiate an agreed plan.*

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1. **Person needs ramp access but wants it at back door (5 steps) not front door (3 steps). I have considered:**
* *Comparing a quote for both options to look at cost effectiveness.*
* *Physically measuring out for the person the area taken by a ramp at front or back door.*
* *Discussing the option of a lift as it is removable.*
* *Suggesting the family plant along the side of the ramp to improve visual appearance from road.*
* *Reviewing where the car parks and the need for concrete paving to determine final cost of ramp at front or back door.*
* *Reflecting on options with my supervisor.*
* *Reading through the Modifying Your Home – Ramp Fact Sheet – together and discussing the information to negotiate an agreed plan.*

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1. **Person needs a bathroom modification but bathroom is in a state of disrepair and needs maintenance. I have considered:**
* *Referring to a Social Worker to discuss finances.*
* *Providing written information from Housing Manual on MOH criteria re rectification work.*
* *Talking with the builder as the rectification work needed may actually be removed as part of MOH modification and therefore not impact on criteria.*
* *Problem solving with the person equipment options until rectification work completed and then modification can be reassessed.*
* *Communicating with the needs assessment service re support for the person with personal cares.*
* *Reading through the Modifying Your Home – Level Access Shower Fact Sheet – together and discussing the information to negotiate an agreed plan.*

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1. **Person meets essential need for wheelchair accessible bathroom/toilet due to progressive disease but there is internal access issues – 1 step down in hallway or bathroom is on the upper level of a two storied home. I have considered:**
* *Clarifying the medical condition and long term need of the person to mobilise in wheelchair.*
* *Asking questions about social supports and housing options e.g. property, ownership, rental, relocate.*
* *Investigating the possibility of ramping the step if there is adequate space ( 1 step in hallway scenario).*
* *Explaining the criteria to access MOH funding once to modify environment so need to consider long term needs not short term.*
* *Planning a joint visit with a colleague to review options*
* *Contacting Enable NZ/accessable to discuss person’s eligibility.*
* *Discussing the complexities of the situation – involve other professionals to assist such as a social worker or field worker. Taking time out to discuss the issues so they can help me and the person work things out.*

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Chose from your caseload an issue where a person has expectations about MOH funding for a housing modification or select one of the following. Discuss with your supervisor how you would manage the person’s expectations and/or the potentially conflicting situation.

1. **Person has a long term disability, lives in a house that is two storied and is reluctant to move because of sea views.**

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1. **Person is requesting a level access shower as their neighbour recently had a Ministry of Health funded bathroom modification.**

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