

# Allocations Policy Medical Assessments



the **moray** council

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We try to review our leaflets regularly to make sure you have the most up-to-date information, however the contents of this leaflet is only correct at the time the leaflet is published.

For more information or advice contact us on 0300 1234566 or visit our website at [www.moray.gov.uk](http://www.moray.gov.uk).

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## **What is a medical assessment?**

A medical assessment is the process that we use to assess your health and decide if we can award you more points to improve your position on the housing list.

Having a severe health or disability issue will not always result in a priority for re-housing. We will base our decision on awarding priority on both:

- the severity of the health need or disability; and
- the extent that re-housing will benefit you, in terms of both your quality of life and ability to live independently.

We will assess if your medical condition is being made worse by your current accommodation or if it could be improved by moving to a new home.

## **When should I apply for a medical assessment?**

You should apply for a medical assessment if you think that you or a member of your household's health or disability is being made worse by your current housing situation.

## **How do I apply for a medical assessment?**

You will need to fill in a medical assessment form. This asks for details of your circumstances. If you are applying on behalf of a member of your household, please give details of their circumstances too.

## **Can other members of my household apply for a medical assessment?**

Yes. You can include anyone who will be living with you on the medical form.

## **Where can I get a medical assessment form?**

You can contact us (see page 8) or pick up a form from your local area housing office.

## **Can I get help to fill in the form?**

Yes. You can either get someone else to fill in the form on your behalf or ask a member of our staff to help you. If someone else helps you to fill in the form, they must sign the form too.

## **Filling in the form**

It is very important that you give us as much information as possible. You should answer all relevant questions so that we can make an accurate and fair assessment. You must make sure that you and any other adult members of your household who are applying for medical points have signed the declaration at the end of the form. If the form is not filled in properly or is not signed, we will have to return it to you to complete. This will mean that your assessment will take longer.

## **Do I need a letter from my doctor?**

No. You do not need any letters of support from your doctor to apply. However, if you already have any information relating to your medical circumstances, you can attach this to your medical assessment form.

**Who will make the medical assessment?**

In most cases, a trained housing needs officer will make the assessment based on the information you give on the medical assessment form. If we need any information from your doctor or any other relevant professional, we will contact them directly. We will ask your permission to do this when you apply for a medical assessment.

If your case is more complex, the housing needs officer will refer it to the senior housing needs officer and senior occupational therapist who will decide on the outcome..

**How does the assessment work?**

We will award medical points based on the details you give on your form. If more than one person is applying, points will be given to the whole household rather than to an individual. Your household can receive up to 500 medical points.

**Categories of medical points**

There are five categories of medical points, which are as follows.

Category	Standard	Points
A	Awarded where your illness will become life-threatening if you were to stay in your current accommodation.	500

Category	Standard	Points
	Awarded where (due to illness) it is no longer reasonable for you to stay in your current accommodation.	
B	Awarded where your illness is likely to continue to seriously deteriorate if you stay in your current accommodation.  Awarded where you are physically disabled and are not able to make full use of the facilities in your current accommodation.	350
C	Awarded where a change of property would significantly improve your mobility difficulties or improve your illness or disability.	150
D	Awarded where a change of property would moderately improve your health.	50
E	No points will be awarded where the accommodation does not affect your illness or disability.	0

If you are one of our tenants and are asking for a heating upgrade to improve a member of your household's health, you will only be eligible if you are awarded a grade C or above.

### **Are there any special circumstances?**

Yes. We may take account of the following circumstances.

- **Extra bedroom**

We will consider your request for an extra bedroom for medical reasons if you:

- o Have a full-time carer and receive Higher Disability Living Allowance (care component) or Higher Attendance Allowance;
- o Have a serious illness that means you should have your own bedroom; or
- o Use specialised equipment to manage your illness and there is nowhere else to store it.

- **Ground-floor housing**

If you find it hard to manage the stairs in your home, we may suggest that you are considered for ground-floor housing. However, we may also suggest that your current home is adapted to allow you to continue to stay there, for example, by installing a stairlift.

- **Sheltered housing**

We may decide that sheltered housing is more suitable for you. For example if you are elderly, ill or disabled and you need support and general supervision while in your own home.

## **How long will a medical assessment take?**

You will usually get the result in writing within four weeks of applying. Sometimes it will take longer, but we will tell you if this happens.

## **What if I disagree with the decision?**

If you disagree with the decision you can ask for it to be reviewed. Your request should be made in writing to:

Senior Housing Needs Officer  
Housing and Property  
The Moray Council  
PO Box 6760  
Elgin  
IV30 9BX

An independent medical advisor employed by NHS Grampian will review our decision. Reviews are heard on a monthly basis. We will write to you with the outcome of the review and the reasons for the decision. The decision of the independent medical advisor is final.

## **What if I want to make another medical application?**

We will not accept another medical application from your household for twelve months from the date of the original medical decision, unless:

- there is a significant decline or improvement in the health of those who have applied for medical points;
- a different person within the household applies for medical points;
- a different person within the household applies for medical points;
- you change your address;
- your housing situation becomes worse; or
- the person who has been awarded the medical points leaves the household.

If any of these circumstances apply, you may also need to fill in a new form but we will tell you if this is the case.

## Contacts

For a medical assessment form or for general enquiries about your application, contact:

Housing and Property

PO Box 6760

Elgin

IV30 9BX

Phone: 0300 123 4566

Email: [housing@moray.gov.uk](mailto:housing@moray.gov.uk)

We are continually trying to improve the services that we offer and welcome any comments or suggestions. Send them to the Homeless Strategy Team on the details above.

Our area offices are listed below:

Buckie Area Housing Office 13 Cluny Square Buckie AB56 1AJ	Elgin Area Housing Office Council Office High Street Elgin IV30 1BX
Forres Area Housing Office Auchernack High Street Forres IV36 1DX	Keith Area Housing Office The Institute Mid Street Keith AB55 5BJ



If you need information from the Moray Council in a different format, such as Braille, audio tape or large print, please contact:

如果閣下需要摩里議會用你認識的語言向你提供議會資訊的話，請要求一位會說英語的朋友或親人與議會聯繫

Jeżeli chcieliby Państwo otrzymać informacje od samorządu rejonu Moray w swoim języku ojczystym, Państwa przyjaciel lub znajomy, który mówi dobrze po angielsku, może do nas

Se necessita de informação, do Concelho de Moray, traduzida para a sua língua, peça o favor a um amigo ou parente que fale Inglês para contactar através do:

Jeigu Jums reikalinga informacija iš Moray regiono Savivaldybės [*Moray Council*], kurią norėtumėte gauti savo gimtąja kalba, paprašykite angliškai kalbančią draugą arba giminaičių susisiekti su mumis

Чтобы получить информацию из Совета Морэй на Вашем языке, попросите, пожалуйста, Вашего друга или родственника, говорящих по английски, запросить ее

Si necesitas recibir información del Ayuntamiento de Moray en tu idioma. Por favor pide a un amigo o familiar que hable inglés que:



Project Officer  
Chief Executive's Office  
High Street  
Elgin, IV30 1BX



Phone: 01343 563319



Email: [equalopportunities@moray.gov.uk](mailto:equalopportunities@moray.gov.uk)



Textphone (Wednesday or Thursday only):  
18002 01343 563319