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Disabled Facilities Grants and home accessibility

Information for people with or affected by MND or Kennedy's disease

If your mobility is affected by motor neurone disease (MND) or Kennedy's disease, changes to your home can help make your living space safer and accessible. Adaptations, conversions, and installations of equipment can make daily life easier and more comfortable.

This information sheet explores ways to adapt your home and how this could be funded (through a Disabled Facilities Grant or similar support).

The content includes the following sections:

- 1 What is a Disabled Facilities Grant?**
- 2 What can I use the grant for?**
- 3 How do I apply?**
- 4 What other options do I have?**
- 5 How do I find out more?**

Approval times for a DFG can vary between local authorities and your adaptation may take time to put in place. Ask for an assessment as soon as you start to need support.



This symbol is used to highlight our other publications. To find out how to access these, see *Further information* at the end of this sheet.



This symbol is used to highlight quotes from other people with or affected by MND or Kennedy's disease.



This information sheet has been evidenced, user tested and reviewed by experts.

Where does this information apply?

This information applies to England, Wales, and Northern Ireland. We highlight differences between these nations, but the process may vary across regions too. For personal guidance about funding and applications in your area, contact:

- your local authority in England and Wales
- the Northern Ireland Housing Executive

In Scotland, you cannot get a DFG. Check for other support options at:
www.disabilityscot.org.uk/info-guide/grants-and-support

1 What is a Disabled Facilities Grant (DFG)?

A Disabled Facilities Grant (DFG) is funding provided by local authorities to help disabled people make necessary adaptations to their homes. The aim is to support independent living and help you stay in your home for as long as possible.

Who provides the grant?

In England and Wales, DFGs are managed by local councils. Find your local council in England or Wales at: **www.gov.uk/find-local-council**

In Northern Ireland, DFGs are provided through the Northern Ireland Housing Executive, and equipment is provided by local Health and Social Care Trusts. Search for Health and Social Care Trusts in Northern Ireland at: **www.nidirect.gov.uk**

As DFGs are **not** available in Scotland, find other support at:
www.disabilityscot.org.uk/info-guide/grants-and-support
or contact MND Scotland (see *Other organisations* later in this sheet for contact details).

Find out information about DFGs at: **www.gov.uk/disabled-facilities-grants**

What does the grant cover?

DFGs can pay for a wide range of adaptations, depending on your individual needs. These might include:

- small changes like grab rails or bath seats
- major alterations such as ramps, stairlifts, accessible bathrooms
- large-scale work like building extensions
- equipment that helps you live more independently or supports your carers.

Your property may limit choices. For example, most flats won't allow you to add a bathroom pod, or your ceiling may not be strong enough for a track hoist. Sometimes moving home may be the best option.

Is a DFG means-tested?

Yes, DFGs are means-tested in most cases. This means your household income, savings, and other financial assets (called capital) will be taken into account when you apply.

Some local authorities in Wales do not means-test DFGs, but some do. Check your local authority website for more information.



See section 3 *How do I apply?* for more about means testing.

If you are awarded a grant, it will not affect any benefits you currently receive.

You must not begin any work on your property until your application has been officially approved. Starting early could stop you getting the grant.

Who can help?

If you are thinking about making changes to your home, get advice from qualified professionals first. They can help assess your needs, plan the right adaptations, and ensure that everything is done safely and effectively.

- **Occupational therapist (OT):** assesses your physical needs and provides recommendations on how your home can be adapted
- **Surveyor or architect:** plans and oversees the work. Their fees may be included in your DFG application, check with your local authority first
- **Trusted builder:** carries out the work based on the agreed plans
- **Local home improvement agency:** offers advice and practical support with home adaptations. See section 4 *What other options do I have?* for more details.

To arrange an OT assessment:

- in England and Wales, contact your local authority
- in Northern Ireland, contact your health and social care trust.

If the waiting list is long you may choose to pay for a private OT to assess your needs. Sometimes an OT from health care services assesses your needs at home and an OT from social services helps plan adaptations.

In England and Wales, OT costs may be covered by the DFG, if you qualify. Check with your local authority before arranging an assessment.

Am I eligible for a Disabled Facilities Grant?

You may be eligible for a DFG if you or someone living in your home is disabled, and you are:

- the owner of the property and live there
- a private tenant
- a local authority or housing association tenant
- a landlord applying on behalf of a disabled tenant

You must also plan to live in the property for at least 5 years, or for as long as the disabled person's health allows.

Special rules in Wales and Northern Ireland

- **Wales:** If you are a housing association tenant, your landlord must apply for a *Physical Adaptations Grant* instead of a DFG. Find out more at **www.gov.wales**
- **Northern Ireland:** Housing association tenants should apply for funding through the Northern Ireland Housing Executive. Speak to your landlord to begin the process.

Your local authority or the Northern Ireland Housing Executive, should be able to show you their housing adaptations policy, which outlines what is available in your area and any rules or conditions that apply.

How much funding can I get?

As of July 2025, the maximum amounts available for DFGs are:

- **England:** Up to £30,000
- **Wales:** Up to £36,000
- **Northern Ireland:** Up to £35,000

If the cost of your proposed adaptations is higher than the maximum grant amount, your local authority or Northern Ireland Housing Executive may cover all or part of the extra cost in some cases. You will usually need to provide two written estimates for the work before a decision can be made.



For alternative funding, see section 4 *What other options do I have?*

2 What can I use the grant for?

Any adaptation that helps you continue living in your home may be considered. This includes minor and major changes, depending on your needs.

Minor adaptations

Minor adaptations costing less than £1,000 may be funded by a DFG, but in some areas, they are provided directly. This could be free or with a small charge, from your local authority, or health and social care trust.

Examples include:

- stair rails, grab rails, or lever taps
- changes to heating or lighting controls to make them easier to use.

Small adaptations can be included in a DFG as part of a larger adaptation. For example, if you have a room converted into a bathroom, you may include items such as grab rails in the application.

In Northern Ireland, many minor adaptations, and some equipment, like grab rails and hoists, are not funded through a DFG, but are instead provided by your health and social care trust. Ask your healthcare team to find out what applies in your area.

Major adaptations

A DFG can fund larger changes to your home, such as:

- stair lifts or through-floor lifts
- widening doorways or installing ramps for better access
- accessible bathrooms, such as walk-in showers or wet rooms
- wash and dry toilets
- ceiling track hoist systems
- new lighting or heating system adapted to meet your needs
- major structural changes, including building an extension or converting a downstairs room into a bathroom or bedroom.

Your local authority in England or Wales, or the Northern Ireland Housing Executive will assess your needs before approving the grant.

If a grant is approved, it will only cover the costs for adaptations or equipment assessed as essential for your needs. Your personal preferences will be considered, but the grant will not cover any additional costs beyond what is necessary.

As a DFG and the final work can take several months to complete, your needs may change. Plan ahead as soon as possible and think about your future needs with MND.

What adaptations might I need?

An occupational therapist (OT) will assess your needs, recommend suitable adaptations and equipment, and advise on where these can be sourced. Their guidance can help you avoid frustration and unnecessary cost.

Common adaptations and equipment for people with MND or Kennedy's disease include:

Stairlift: to access upper floors if stairs become difficult. They are fitted to your existing staircase and can be straight or curved as needed. You are likely to need:

- a wheelchair or walking aid on each floor if you use one
- Your local authority or the Northern Ireland Housing Executive may be able to provide a list of local suppliers you can buy or rent a stair lift from.

Stairlifts are generally suitable as long as you are able to safely transfer on and off whilst maintaining a stable sitting posture during use, which may change over time. If your condition changes where a stairlift is no longer comfortable or unsafe then you may need to consider a through-floor lift to access other floors or hoists for transfers between areas. You may even need to consider moving to somewhere suitable that will meet your needs that doesn't require access to upper or lower floors.

Through-floor lift: to access other floors and remain in your wheelchair. This needs a larger space, and your home will be assessed to see if it's suitable. Although this type of lift can be expensive and more complex to install, it's usable as your needs change.

Wash and dry toilet: to support washing and drying of intimate areas while on the toilet. You can:

- replace your existing toilet, or use a model that fits over it
- use a connection to install to your current plumbing and electrical supply
- using mobility aids, such as frames, rails, or hoists, to transfer to the toilet seat

Portable hoist: to support transfer, such as from bed to chair, or chair to wheelchair. This also helps reduce strain for your carers.

Ceiling track hoist: to support transfer and safe movement between areas. The hoist moves along ceiling-mounted tracks. It involves less manual handling than a portable hoist and although more expensive, can be included in your DFG application.

Access to gardens: DFG funding typically does not cover landscaping, but if you have a garden, you may still want to improve access especially if it's important to your well-being or daily routine. Discuss this with your OT, who can help you explore possible solutions such as a ramp.

Heating your home: a DFG can be used to improve or install heating to support your needs, or to adapt your existing heating controls for accessibility.

Other ways to improve or reduce costs on heating include:

- adding draught excluders to doors and windows, fitting letterbox brush seals or installing secondary glazing
- adding reflective radiator panels
- contacting your energy supplier for the best deal they can offer
- comparing prices with other providers when your current deal ends
- exploring government schemes to support heating costs.

Search for *help with heating* at: **www.gov.uk**



For more information on benefits, see:
Information sheet 10A – Benefits and entitlements

What do I need to think about?

Use the following questions to help identify adaptations and guide discussion with your OT or other professional.

Space, doorways, and access:

- Is there enough space in regularly used rooms for turning with a walking aid or wheelchair?
- Will doorways need widening to use a walking frame or wheelchair, including space for hands and elbows?
- Will I have room to use a wheelchair or walking aid in my hallway and get past radiators or storage heaters?
- Do my floor coverings need replacing to prevent resistance when using mobility aids?
- Would sliding doors improve access and save space compared to doors that swing open?
- Which is more suitable for my home? A stairlift or a through-floor lift?

- If I use a stairlift, will I need a wheelchair or hoist on each floor?
- Can any walls be removed to improve space and accessibility?

Bathroom adaptations:

- How will I access the bathroom safely and comfortably?
- Can a mobile shower chair be used to help me move in the bathroom and fit over the toilet?
- Can I have grab rails installed to assist with balance and transfers?
- Is it better to convert the upstairs bathroom into a wet room, or should I invest in one downstairs?
- Will I need a ceiling track hoist or portable hoist for use in the bathroom?
- Can I have a level-access shower installed?
- What options do I have for specialist bathroom equipment, like a wash and dry toilet or a powered bath chair?

Your home environment:

- Do I need internal ramps for small steps or uneven floors?
- If kitchen worktops are lowered, where can I place the appliances if they don't fit under the counter anymore?
- Can lever or mixer taps be installed for easier use?
- Could environmental controls, whether voice-activated or remote controlled, help me use lighting, heating, and other facilities in my home?
- If using environmental controls, is there a backup plan in the event of a power cut?
- Will I need to employ an architect to help design any major changes to my home?

The entrances and exits of your home:

- Do I need external ramps to access my home?
- Are the garden paths safe and accessible?
- Will changes to entrances or exits affect the weatherproofing of my home?
- Could new ramps interfere with how doors open or close?
- Do I need to update or add security features, such as accessible locks, handles or alarms?
- Can environmental controls be used for automatic doors or remote access?
- Do any new doors need to meet fire safety regulations?
- If I live in a flat or shared building, can I request adaptations to communal entrances and exits?

How long will it take to do adaptations?

Applying for a DFG and carrying out major home renovations can take time. The process involves several stages, and the timeline can vary depending on the scale of work, property type and availability of professionals.

The typical process includes:

- 1. Contacting your local authority**
Request a DFG assessment to begin the application process.
- 2. Getting an assessment from an OT**
The OT will visit your home, assess your needs, and recommend suitable adaptations.
- 3. Getting landlord approval (if renting)**
Check what you can and can't do if you rent your home.
- 4. Surveying the property**
For larger adaptations, a surveyor may need to check the structure of the building.
- 5. Design and planning**
If needed, hire an architect to design accessible changes and help you apply for planning permission through your local authority.
- 6. Sourcing builders and getting quotes**
You might need to get multiple quotes and choose from a council-approved list of builders, depending on local rules.
- 7. Start building work**
Once everything is approved and scheduled, work can begin.

If you choose non-essential options, such as expensive finishes or added features, you will need to pay the additional cost.

In Northern Ireland, optional upgrades are called 'enhanced works' and are not covered by the DFG.

The full process, from your initial request to completed building work can take several months, especially for major renovations. Delays may occur due to planning permissions, contractor availability or the complexity of your adaptations.

Your local authority or OT can give you a more accurate timeframe based on your circumstances.

3 How do I apply?

You need to be assessed by an OT, who can submit the DFG application on your behalf with their recommendations. The assessment should reflect that your needs will change as your condition progresses.

For an OT assessment, contact:

- your local authority in England and Wales
- your local health and social care trust in Northern Ireland.

Some OTs may not be familiar with MND or Kennedy's disease. Our MND Connect helpline can provide information.



For more information, see our booklet for professionals called *Occupational therapy for motor neurone disease*. Contact details can be found in *Further information* at the end of this sheet.

Can I fast-track a grant application?

There can be long waiting lists for DFGs, but in some cases, your application can be fast-tracked for conditions like MND or Kennedy's disease. Ask your local grants officer if fast-tracking is possible in your area, especially if your needs are changing quickly. Fast-tracking is not guaranteed and even if agreed, you may still have to wait alongside other fast-track applications.

In Wales: a further Rapid Response Adaptations Programme exists for minor adaptations. This can help you return home after a hospital stay. This service is run by Care and Repair Cymru and works with a limited budget to cover simple adaptations such as small ramps, levelling pathways, grab rails and handrails.



See *Other organisations* in section 5 *How do I find out more?*

In Northern Ireland: there isn't a formal fast-track route, but the Northern Ireland Housing Executive will consider the urgency of the situation when assessing applications.

What happens next?

Your DFG application will be reviewed by either your local authority, in England and Wales or the Northern Ireland Housing Executive.

They will check that the work is necessary and appropriate for your needs. They must write to you with a decision within six months of the date of receiving the application.

Applications can be refused if they feel the work is not practical or if your needs can be met with minor adaptations. If your application is approved, the terms will be provided in writing. You may need to apply separately for planning permission or building regulations approval.

In England, if you are awarded a DFG, a grants officer will oversee the work and make sure it is up to standard. You will normally need to use a contractor from the local authority's approved list which may be more expensive than independent builders. See later heading *What if I pay for the adaptations myself?*

In Wales, if you are awarded a DFG, your local Care and Repair agency may assign a technical officer to plan and manage the work. They may carry out the work themselves or use approved contractors. See later heading *What are home improvement agencies?* for more information.

In Northern Ireland, a grants officer will support you throughout the DFG process. If the work costs over £5,000 you must use a contractor from a Warranty Scheme approved by the Housing Executive.

What are home improvement agencies?

Home improvement agencies (HIAs) are not-for-profit organisations that help with adaptations, repairs, and improvements to your home.

In England and Wales, they are often called Care and Repair.

In Northern Ireland, there are several organisations including Gable and Radius Housing.

HIAs are usually run by local councils, housing associations or charities. If you are awarded a DFG, an HIA may be able to carry out the work for you.

In addition to supporting DFG applications, HIAs can also provide a range of helpful services such as:

- household maintenance
- gardening
- decorating
- safety and security measures
- energy efficiency improvements.

To find your nearest HIA, contact your local authority's housing department.

In England, you can also use the search tool at: **www.findmyhia.org.uk**

In Northern Ireland, contact the Housing Executive.



See *Other organisations* in section 5 *How do I find out more?*

Do I need to tell my landlord?

Yes. You must get your landlord's permission before applying for a DFG or making any adaptations.

If you are a council or housing association tenant, your landlord might be able to arrange the work for you without a DFG. Check with your landlord and your local authority, or the Northern Ireland Housing Executive before you make your application.

In Wales, housing association tenants must apply for a Physical Adaptations Grant (PAG) instead of a DFG. For more information, search for *Physical Adaptations Grant* at: **www.gov.wales**

In Northern Ireland, if you are a housing association tenant or live in Northern Ireland Housing Executive accommodation, your adaptation will be provided by them, following an assessment and recommendation by an occupational therapist.

What is a means test?

A means test is the financial part of the assessment for a DFG. It is used to work out how much you may need to pay towards the cost of adaptations or installations.

The assessment will take into account:

- your age
- how many children or dependents you have
- your income (wages, benefits, pensions, and investments)
- savings over £6,000
- your partner's income if you have one.

You may need to provide evidence of your income, savings, and assets (known as capital).

How does it affect what I pay?

The government sets fixed amounts based on your age and how many children or dependents you have. This can reduce how much you may need to pay.

Your personal expenses are not taken into account. The result of the means test will determine whether:

- you pay nothing
- you pay part of the cost
- you pay the full cost

If you are offered less than the full grant, you will be responsible for paying the rest of the cost.

Who is automatically exempt?

You may not need to pay anything if you receive one of the following benefits:

- income-related Employment and Support Allowance
- Income Support
- Housing Benefit
- Guarantee Pension Credit
- Working or Child Tax Credit (with a low income)
- Universal Credit.

What if I'm working?

If you are in paid work, your income will be taken into account. Depending on how much you earn, you may not be eligible for full funding. However, it is still worth getting assessed by an OT, who can recommend the right equipment and adaptations even if you're not eligible for a DFG.

When should I ask for a means test?

Ask for a means test as early as possible in the process, so you know what support you are likely to receive.

In Wales, some local authorities do not means test DFGs, but some do. Check your local authority for more information.

In Northern Ireland, the means test is done at the start of the process.

How does DFG funding work?

Payment is usually made once you, the local authority or Northern Ireland Housing Executive are happy with the completed work and have received an invoice from the contractor.

You will receive the DFG either in stages as the work goes on, or in full when it's finished. The local authority might pay the contractor directly or give you a cheque to pass on. This will be agreed when your application is approved.

If you or a family member do the work yourselves, the local authority will only pay for materials or services you've purchased, not for your time.

Can I get a backdated grant?

No. You must apply for a DFG before starting any work. Grants cannot be awarded for work that has already been completed.

If I have already had a DFG, can I apply again?

You can only have one DFG application in process at a time, but you can include multiple adaptations in the same application. For example, converting a room, widening doorways, installing a hoist, and upgrading heating systems at the same time.

You can apply again later for another grant if your needs change. Since DFG applications can take a long time to be agreed, it is important to plan ahead and think about your future needs when making your initial application.

Your OT and local authority, or the Northern Ireland Housing Executive, should take into account the progressive nature of MND or Kennedy's disease when looking at any adaptations you may need. If they are unfamiliar with MND or Kennedy's disease, they can contact our MND Connect helpline for guidance.



See *Further information* at the end of this sheet for more details.

How will a DFG affect my benefits?

Receiving a DFG will not affect your benefits. During the financial assessment, some benefits such as Personal Independence Payment, Disability Living Allowance or Attendance Allowance may not be counted as income.

What if I move house after DFG work is completed?

If you or your family move within:

- 10 years in England or Wales, or
- 5 years in Northern Ireland

you may be required to pay back some or all of the grant.

Your personal circumstances should be taken into account, and repayment may not be required if you move for health-related reasons. However, it is important to ask what the local repayment rules are in your area during the application process for a DFG, so that you are fully informed.

Who will supply and maintain any equipment included in a DFG?

If you are awarded a DFG, the equipment will be provided by the preferred suppliers used by your local authority or the Northern Ireland Housing Executive. This also applies to smaller items provided outside of the DFG process but approved by an OT.

If you receive large equipment through a DFG such as a stair lift or hoist, you become the legal owner of that equipment. This means:

- you will be responsible for ongoing maintenance
- you must arrange and pay for repairs
- you may also need to arrange removal when it is no longer needed.

Asking the supplier about extended warranties or service plans on any work or equipment. These can help avoid high repair costs later on.

You can usually get a better deal if you arrange the extended warranty before any adaptations have been installed. If you try to extend a warranty after the equipment has been fitted, it may cost more. Some equipment can also be rented, which may include maintenance. If you're considering renting, always check what the contract covers.

Can I make a complaint?

Yes. If you do not get a decision on your DFG application within six months, or you are unhappy with how your application was handled, write to your local authority or the Northern Ireland Housing Executive.

If you're not satisfied with their response, you can send your complaint to the appropriate ombudsman:

- in England, contact the Local Government and Social Care Ombudsman
- in Wales, contact the Public Services Ombudsman
- in Northern Ireland, contact the Northern Ireland Public Services Ombudsman.

These services are independent and investigate complaints about councils and other public bodies.



See *Other organisations* at the end of this sheet for contact details.

4 What other options do I have?

What if I need help to pay any remaining costs?

If you are not eligible for a DFG, or if the grant does not cover the full cost of your adaptations, your local authority, or the Northern Ireland Housing Executive, may still be able to help.

In England and Wales, support may include:

- a low-cost loan, or
- an equity release scheme (see later heading *What are equity release schemes?*)

If you choose to take out a loan, the repayments will take into account your income and living expenses, to ensure they remain at an affordable level.

If you have concerns about finding the right housing that meets your needs, contact our MND Connect helpline. See *Further information* in section 5 *How do I find out more?* at the end of this sheet for contact details.

What if I pay for the adaptations myself?

If you decide to fund the adaptations yourself, it's still important to have an assessment by an OT. This will help you avoid costly mistakes and ensures the changes will meet your needs.

Why it may help to pay for the adaptation yourself:

A DFG can take time to apply for and then often uses contracted suppliers at set rates. You may be able to get the work done quicker and at less cost if you know a reliable builder. Ask about DFG costs early in the process, as this can vary.

Your OT, local authority or the Northern Ireland Housing Executive may be able to advise you on finding trusted, accredited suppliers. It is essential to use reputable companies to do any form of adaptation or installation.

Tips for managing self-funded adaptations

- ask a home improvement agency if they can help with the process if you decide to pay for the work yourself. See heading *What are home improvement agencies?* in section 3.
- hire equipment such as stairlifts or ramps from specialist providers, as servicing and repairs are usually included (check first). The provider will also remove equipment if no longer needed.

- look into buying good quality second-hand equipment locally or through social media, auction or community sites and apps. Some providers may also sell re-conditioned or refurbished equipment at a reduced price. Research the product thoroughly and consider getting it serviced before using it.

Could I move into different accommodation?

If your current home isn't suitable for the adaptations and you own the property, you have the option to:

- sell your home and buy something more suitable
- register with your local authority or housing association for more appropriate accommodation.

If you live in a council or housing association property, tell your landlord about your needs, and apply for more suitable accommodation.

You will need to provide evidence of your needs when applying for an adapted property, such as a supporting letter from your OT.

If there is a waiting list, apply early. There is a shortage of suitable adapted properties in many areas of the UK, both within the private rented sector and local authority housing.

What are equity release schemes?

There are many schemes where you can release some of the value of your home to generate income or a cash lump sum.

There are two main types:

- **Lifetime mortgage:** You borrow money against the value of your home, and the loan (plus interest) is repaid if you move into long-term nursing care or after death.
- **Home reversion scheme:** You sell part or all of your home to a provider, often less than the market value, but continue to live in it rent-free during your lifetime.

These options may help you access funds quickly, but the amount you receive depends on your age, health, and the value of your property. This type of scheme may be available through your local authority or home improvement agency. You can also access similar schemes through mortgage brokers or other financial institutions.

Equity release can affect your entitlement to means-tested benefits and reduce the value of your estate. Always seek independent legal and financial advice before making any decisions.



See *Other organisations* at the end of this sheet for organisations who provide free, impartial advice on money matters.

How can the MND Association help me?

If you are having difficulty getting the equipment you need through your local adult social care service, contact our MND Connect helpline for guidance. If statutory services still cannot meet your needs, we offer some financial support.



See *Further information* at the end of this sheet for MND Connect contact details.

Which benefits can help with housing costs?

Please note: Housing Benefit is being replaced by Universal Credit during 2025/26, which includes a housing cost element.

For renters:

- Housing Benefit (or the housing element of Universal Credit) can help with rent payments if you are on a low income or receiving certain benefits
- in Wales, Local Housing Allowance can help on costs with a low income
- in Northern Ireland, Housing Benefit also supports people on a low income to pay their Rates.

For homeowners:

- you cannot use Housing Benefit or Universal Credit to help pay mortgage costs.
- if you are receiving certain means-tested benefits, you may be eligible for a Support for Mortgage Interest (SMI) loan to support mortgage interest payments.

You may be able to get a reduction on your Council Tax (or Rates in Northern Ireland) if you have a low income or savings are below a certain level.

Disabled Band Reduction (England or Wales)

This scheme reduces your Council Tax by a band if you or someone you live with is permanently disabled. This is not means-tested. You must be able to show that:

- you have installed an extra room or adapted your home to make it more suitable for your needs
- a disabled person lives in the property (not necessarily the bill payer).

Disabled Person's Allowance (Northern Ireland)

This is similar to the above and helps reduce your Rates bill.



For more on benefits, see: Information sheet 10A – *Benefits and entitlements*

5 How do I find out more?

Other organisations

We cannot endorse organisations, but the following may help your search for further information. Our MND Connect helpline can help you find organisations (see *Further information* later in this section).

Adult social care services

To arrange a needs assessment or carer's assessment, contact adult social care services.

In England and Wales:	search for <i>find your local council</i> at www.gov.uk
In Northern Ireland:	search for <i>health and social care trusts</i> at www.nidirect.gov.uk
In Scotland:	search for <i>find my council</i> at www.careinfoscotland.scot

British Red Cross

A charity that helps people in crisis, offering a range of disability aids.

Telephone: 0344 871 11 11
Email: contactus@redcross.org.uk
Website: **www.redcross.org.uk**

Care & Repair Cymru (Wales)

A charity helping older and disabled people to stay in their own homes.

Telephone: 029 201 07580
0300 111 3333 (to contact your local Care & Repair agency)
Email: through the website contact page
Website: **www.careandrepair.org.uk**

Care & Repair England

A charity helping older and disabled people to stay in their own homes.

Telephone: 0115 950 6500
Email: info@careandrepair-england.org.uk
Website: **www.careandrepair-england.org.uk**

Citizens Advice

Free, confidential advice to help resolve legal, money and other problems.

Telephone: 0800 144 8848 (England)
0344 477 2020 (Wales)
Website: **www.citizensadvice.org.uk** (England)
www.citizensadvice.org.uk/wales (Wales)
www.citizensadvice.org.uk/nireland (Northern Ireland)

Disability Law Service

Legal advice and information.

Telephone: 020 7791 9800

Email: advice@dls.org.uk

Website: www.dls.org.uk

Disabled Living Foundation

A national charity providing advice and information on daily living aids.

Telephone: 0300 999 0004

Email: info@dlf.org.uk

Website: <https://livingmadeeasy.org.uk>

Elderly Accommodation Counsel (EAC)

Advice on accommodation, support, and care for older people.

Email: through the website contact page

Website: www.housingcare.org

Find my HIA

Search tool to find your local home improvement agency in England.

Telephone: 0300 124 0315

Website: www.findmyhia.org.uk

Foundations

A national body for home improvement agencies.

Telephone: 0300 124 0315

Email: info@foundations.uk.com

Website: www.foundations.uk.com
www.adaptmyhome.org.uk

Gable

A project by Shelter NI to help older and disabled homeowners with their needs.

Telephone: 028 7188 2147

Email: gable@shelterni.org

Website: <https://shelterni.org/gable>

GOV.UK

Online government information about benefits and support in England and Wales.

Website: www.gov.uk

Local Government and Social Care Ombudsman

Investigates complaints about councils and other relevant public bodies in England.

Telephone: 0300 061 0614

Website: www.lgo.org.uk

MND Scotland

Care, information and research funding for people affected by MND in Scotland.

Telephone: 0141 332 3903

Email: info@mndscotland.org.uk

Website: www.mndscotland.org.uk

Money Helper

Free and impartial money advice.

Telephone: 0800 138 7777 (English language)

0800 138 0555 (Welsh language)

Email: enquiries@moneyadviceservice.org.uk

Website: www.moneyhelper.org.uk

NI Direct

Online government information for Northern Ireland, including support schemes.

Website: www.nidirect.gov.uk

Northern Ireland Housing Executive (NIHE)

A range of housing services, whether you're renting or a home owner.

Telephone: 03448 920 900

Website: www.nihe.gov.uk

Northern Ireland Public Services Ombudsman

Investigates complaints about public services in Northern Ireland.

Telephone: 0800 343 424

Email: nipso@nipso.org.uk

Website: www.nipso.org.uk

Public Services Ombudsman for Wales

Investigates complaints about public services and independent care providers in Wales (for England and Northern Ireland, see Local Government Ombudsman).

Telephone: 0300 790 0203

Email: ask@ombudsman.wales.org.uk

Website: www.ombudsman.wales

Radius Housing

Housing, care, and support for Northern Ireland, with a 'Staying Put' scheme to help disabled people with home adaptations.

Telephone: 0330 123 0888

Email: info@radiushousing.org

Website: www.radiushousing.org

Research Institute for Disabled Consumers (RIDC)

Free information and user reviews for older and disabled people.

Telephone: 020 7427 2460

Email: mail@ridc.org.uk

Website: www.ridc.org.uk

Shelter

Advice, information, and advocacy for people in housing need.

Telephone: 0808 800 4444 (England)

0800 495 495 (Wales)

020 9024 7752 (Northern Ireland)

0800 800 4444 (Scotland)

Website: www.shelter.org.uk (England)

<https://sheltercymru.org.uk> (Wales)

www.shelterni.org (Northern Ireland)

<https://scotland.shelter.org.uk> (Scotland)

TrustMark

Government endorsed 'find a tradesperson' scheme.

Telephone: 0333 555 1234

Email: through the website contact page

Website: www.trustmark.org.uk

Turn2Us

Find available funding for benefits, grants, and other financial support.

Email: through the website contact page

Website: www.turn2us.org.uk

Acknowledgements

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References

References used to support this document are available on request from:

Email: infofeedback@mndassociation.org

Or write to:

Information feedback, MND Association, Francis Crick House,
6 Summerhouse Road, Moulton Park, Northampton, NN3 6BJ

Further information

We have related information sheets you may find helpful:

1A – NICE guideline on motor neurone disease

10A – Benefits and entitlements

10B – What is social care?

10D – NHS Continuing Healthcare

10E – Work and MND

10F – Personal health budgets

10G – Support for families with children

We also have information on equipment, wheelchairs, and environmental controls.

You can also refer to our tools and guides:

What you should expect from your care – our pocket booklet to help at appointments, based on the NICE guideline on MND.

Types of care – an overview of the services available.

Living with motor neurone disease – our guide to MND and how to manage its impact, including guidance about your finances.

Kennedy's disease – guidance to help manage Kennedy's disease.

Living alone with motor neurone disease or Kennedy's disease - explores the challenges living alone with either condition and offers information resources that can help.

Getting Around with MND – driving, transport and holiday guidance focusing on different ways to get out and about with reduced mobility.

Personal care with MND - to help prolong independence with daily routines.

Caring and MND: support for you – comprehensive information for family carers, who are supporting someone living with MND.

Caring and MND: quick guide – the summary version of our information for carers.

Occupational therapy for motor neurone disease - a guide for professionals.

You can download most of our publications from our website at:

www.mndassociation.org/publications or search for resources by need using our Care Information finder at **www.mndassociation.org/careinfofinder**

Order printed copies from our MND Connect helpline.

MND Connect

Our helpline team can provide emotional support and guidance. They can help you search for other organisations, our local branches, groups and volunteers, and explain our services and financial support for people with and affected by MND or Kennedy's disease.

Telephone: **0808 802 6262**

Email: **mndconnect@mndassociation.org**

MND Association website and online forum

Website: **www.mndassociation.org**

Online forum: **<https://forum.mndassociation.org>** or through the website

MND Association Benefits Advice Service

For help to identify claims and how to apply. Find current contact details for England, Wales and Northern Ireland at: **www.mndassociation.org/benefitsadvice** or contact our MND Connect helpline: **0808 802 6262**

We welcome your views

We'd love to know what you think we're doing well and where we can improve our information for people with or affected by MND, or Kennedy's disease. Your anonymous comments may also be used to help raise awareness and influence within our resources, campaigns, and applications for funding.

To give feedback on any of our information sheets, access our online form at:

www.smartsurvey.co.uk/s/infosheets_1-25

You can request a paper version of the form or provide direct feedback by email: infofeedback@mndassociation.org

Or write to:

Information feedback, MND Association, Francis Crick House,
6 Summerhouse Road, Moulton Park, Northampton, NN3 6BJ

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