



# 10C

## Disabled Facilities Grants and home accessibility

**Information for people with or affected by Motor Neurone Disease (MND)  
or Kennedy's disease**

If your mobility is affected by MND or Kennedy's disease, you may need to make your living space safer and more accessible. This information sheet explores ways to adapt your home, with guidance on the Disabled Facilities Grant (DFG) and other funding support. The content includes:

- 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?**



**This content has been evidenced, user tested  
and reviewed by experts. See: [piftick.org.uk](http://piftick.org.uk)**



This symbol highlights quotes from people living with or affected by MND or Kennedy's disease.



This symbol highlights our information resources to help you explore further. Find out how to download or order printed copies in section 5: **How do I find out more?**

## 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.

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

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 Disabled Facilities Grant (DFG). Check for other support options at: **[disabilityscot.org.uk/info-guide/grants-and-support](https://disabilityscot.org.uk/info-guide/grants-and-support)**

## 1. What is a Disabled Facilities Grant?

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 out information about DFGs at: **[gov.uk/disabled-facilities-grants](https://gov.uk/disabled-facilities-grants)** where you can also search for: find your 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 at: **[nidirect.gov.uk](https://nidirect.gov.uk)**

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

## What does the grant cover?

Depending on your needs, DFGs can pay for a wide range of adaptations, including:

- small changes like grab rails, bath seats or equipment to help you or your carers
- major alterations such as ramps, stairlifts, accessible bathrooms
- large-scale work like building extensions.

In some cases, you may need to move home. For example, if you cannot change the layout in a flat, your ceiling cannot support a track hoist or choices are limited.

## Is a DFG means-tested?

If awarded a grant, it will not affect any benefits you currently receive, but a DFG is usually means-tested. Your household income, savings, and financial assets (called capital) are assessed when you apply. Some local authorities in Wales do not means-test DFGs, but some do. See your local authority website for more information.



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

**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?

Get advice from qualified professionals to ensure any home adaptation is done safely.

### Occupational therapist (OT)

Assesses your physical needs and recommends how your home could be adapted.

### Surveyor or architect

Plans and oversees the work. Ask your local authority if your DFG will include their fee.

### 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.



**“The occupational therapist says, “I’ll be here with you for this journey.”  
...She’s trying to see what our priorities are and how or what we will need  
to reach those priorities.”**

## **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
- 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**

If you are a housing association tenant in Wales, your landlord must apply for a Physical Adaptations Grant instead of a DFG. Find out more at: [gov.wales](http://gov.wales)

### **Special rules in 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 adaptation 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.



See section 4: **What other options do I have?** for more details.

## 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 costs essential for your adaptation or equipment needs. Personal preferences are considered, but the grant cannot cover additional costs beyond what is necessary.

## 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.

With MND or Kennedy's disease, common adaptations and equipment include:

### **Stairlift to access other floors**

If stairs become difficult, a stairlift can be fitted to your existing staircase. This can be straight or curved as needed, but you may need a wheelchair or walking aid on each floor if you use one.

Stairlifts are generally suitable if you can safely transfer on and off, and keep a stable sitting posture during use. If your condition changes, you may need to consider hoists for transfers between areas. You may even need to consider a lower floor conversion or moving somewhere that will meet your needs.

Your local authority or the Northern Ireland Housing Executive may be able to provide a list of local suppliers for purchase or rental of a stairlift.

### **Through-floor lift to access other floors**

With a through-floor lift, you can remain in your wheelchair when moving to a different level. 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, you can continue using it as your needs change.

### **Wash and dry toilet**

You can be supported with hygiene for intimate areas while on a wash and dry toilet. These can:

- replace your existing toilet or fit over it
- work with your current plumbing and electrical supply, using a connection.

You may need to use mobility aids to transfer to the toilet seat, such as frames, rails, or hoists.

### **Portable hoist**

These support your transfer from bed to chair, chair to wheelchair or wheelchair to toilet. When portable, a hoist can be used in different rooms and reduces strain for your carers.

### **Ceiling track hoist**

These 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.

### **Equipment to access your garden**

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 wellbeing 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 adapt 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: **gov.uk**



See information sheet **10A Benefits and entitlements**.

## **What do I need to think about?**

Use these questions to help guide discussions with your OT or other professional.

### **Space, doorways, and access**

- Is there enough turning space in regularly used rooms for 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?
- Will my flooring need replacing to prevent resistance with mobility aids?
- Would sliding doors help access and spacing 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 my 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, 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?
- Can I ask for changes in communal entrances or exits if in a flat or shared building?



**“I had a custom door opener that I could use just by touching it even with my arm to bring it down to open the door, unlock the door, and then people could push in. So that’s been a great assistance.”**

## How long will it take to do adaptations?

Applying for a DFG and completing renovations takes time. With several stages, the timeline can vary depending on the work, property and availability of professionals. The process usually includes:

1. **Contacting your local authority** to request assessment for a DFG application.
2. **Getting an assessment from an OT** who will visit your home, assess your needs, and recommend suitable adaptations.
3. **Getting landlord approval** to check what you can and can’t do if renting your home.
4. **Surveying the property** a surveyor checks your building structure for a large task.
5. **Designing and planning** usually with a hired architect to design accessible changes and help you apply for planning permission through your local authority.
6. **Sourcing builders and getting quotes** to get multiple quotes and choose from a council-approved list of builders, depending on local rules.
7. **Starting the building work** after all approvals and schedules are agreed.

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 completion can take several months, especially for major works. Planning permission, contractor availability or complex adaptations can cause delays. Your local authority or OT can advise on timings.

### 3. How do I apply?

You need to be assessed by an occupational therapist (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.



See our booklet for professionals:  
**Occupational therapy for Motor Neurone Disease.**

#### Can I fast-track a grant application?

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

##### In Wales

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

##### 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.



See section 5: **How do I find out more?** for a list of other organisations.

#### 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 given in writing. You may need to apply separately for planning permission or building regulations approval.

### **In England**

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

### **In Wales**

If you are awarded a DFG in Wales, your local Care & 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?

### **In Northern Ireland**

If you are awarded a DFG in Northern Ireland, a grants officer supports you through the process. If the costs are 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. These are usually run by local councils, housing associations or charities. In England and Wales, they are often called Care and Repair. In Northern Ireland, there are several organisations including Gable and Radius Housing.

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 often provide 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 or in England, use the search tool at: [findmyhia.org.uk](https://www.findmyhia.org.uk) In Northern Ireland, contact the Housing Executive.



See section 5: **How do I find out more?** for a list of other organisations.

## **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. Search for: Physical Adaptations Grant at: **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 OT.

## **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. As part of this, you may need to provide evidence of your income, savings and assets (assets are also known as capital).

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.

### **How does a means test 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, part of the cost or the full cost.

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

However, you may not need to pay 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 when I'm means tested?**

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 funding 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 processed 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.

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.



**“Don’t leave it to the last minute to get a wet room put in... while our wet room was being done, I was having to take Tracey to her friends up the road.”**

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 section 5: **How do I find out more?** for contact 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.

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, but always check what the contract covers in advance.

## 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 section 5: **How do I find out more?** for a list of other organisations.

## 4. What other options do I have?

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, 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 for your needs, contact our MND Connect helpline.



See section 5: **How do I find out more?** for contact details.

### What if I pay for the adaptations myself?

If you decide to fund adaptations yourself, still get 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.

### What can help when 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 section 3: **How do I apply?** for more on home improvement agencies.

Hire equipment such as stairlifts or ramps from specialist providers, as servicing and repairs are usually included (check first). They will also usually 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.



**“I have a room we converted, as I think most people do. So there’s an automatic toilet... And we put a bed in there that I needed and bought privately... because we used to sleep upstairs, of course. And now I’m just off the main hallway, so that part works really well.”**

## **Can I get help to move into different accommodation?**

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

- sell your home and buy something more suitable
- register at your local authority or housing association for suitable accommodation
- apply to your landlord for more suitable accommodation if you live in a council or housing association property.

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 may find similar schemes at 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 section 5: **How do I find out more?** for a list of other organisations.

## 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 with costs on 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. However, if you receive certain means-tested benefits, you may qualify for a Support for Mortgage Interest (SMI) loan to support mortgage interest payments. You may also 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 meet 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.



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 contact details later in this section, under the heading: Our support.

#### Adult social care services

Use the following search terms to find your local adult social care services, if you need to arrange a needs assessment or carer's assessment.

Website: find your local council at **gov.uk** (England and Wales)  
health and social care trusts at **nidirect.gov.uk** (Northern Ireland)  
find my council at **careinfoscotland.scot** (Scotland)

#### British Red Cross

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

Tel: 0344 871 11 11  
Email: [contactus@redcross.org.uk](mailto:contactus@redcross.org.uk)  
Website: **redcross.org.uk**

#### Care & Repair Cymru (Wales)

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

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

#### Citizens Advice

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

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

#### Disability Law Service

Legal advice and information.

Tel: 020 7791 9800  
Email: [advice@dls.org.uk](mailto:advice@dls.org.uk)  
Website: **dls.org.uk**

#### Disabled Living Foundation

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

Tel: 0300 999 0004  
Email: [info@dlf.org.uk](mailto:info@dlf.org.uk)  
Website: **livingmadeeasy.org.uk**

### **Elderly Accommodation Counsel (EAC)**

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

Email: through the website contact page

Website: **housingcare.org**

### **Find my HIA**

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

Tel: 0300 124 0315

Website: **findmyhia.org.uk**

### **Foundations**

A national body for home improvement agencies.

Tel: 0300 124 0315

Email: [info@foundations.uk.com](mailto:info@foundations.uk.com)

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

### **Gable**

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

Tel: 028 7188 2147

Email: [gable@shelterni.org](mailto:gable@shelterni.org)

Website: **shelterni.org/gable**

### **Government information**

Online government information about benefits and support.

Website: **gov.uk** (England and Wales)  
**nidirect.gov.uk** (Northern Ireland)  
**gov.scot** (Scotland)

### **Local Government and Social Care Ombudsman**

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

Tel: 0300 061 0614

Website: **lgo.org.uk**

### **MND Scotland**

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

Tel: 0141 332 3903

Email: [info@mndscotland.org.uk](mailto:info@mndscotland.org.uk)

Website: **mndscotland.org.uk**

### **Money Helper**

Free and impartial money advice.

Tel: 0800 138 7777 (English language)

0800 138 0555 (Welsh language)

Email: [enquiries@moneyadviceservice.org.uk](mailto:enquiries@moneyadviceservice.org.uk)

Website: **moneyhelper.org.uk**

### **Northern Ireland Housing Executive (NIHE)**

A range of housing services, whether renting or a home owner in Northern Ireland.

Tel: 03448 920 900

Website: [nihe.gov.uk](http://nihe.gov.uk)

### **Northern Ireland Public Services Ombudsman**

Investigates complaints about public services in Northern Ireland.

Tel: 0800 343 424

Email: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)

Website: [nipso.org.uk](http://nipso.org.uk)

### **Public Services Ombudsman for Wales**

Investigates complaints about public services and independent care providers in Wales.

Tel: 0300 790 0203

Email: [ask@ombudsman.wales.org.uk](mailto:ask@ombudsman.wales.org.uk)

Website: [ombudsman.wales](http://ombudsman.wales)

### **Radius Housing**

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

Tel: 0330 123 0888

Email: [info@radiushousing.org](mailto:info@radiushousing.org)

Website: [radiushousing.org](http://radiushousing.org)

### **Shelter**

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

Tel: 0808 800 4444 (England)  
0800 495 495 (Wales)  
020 9024 7752 (Northern Ireland)  
0800 800 4444 (Scotland)

Website: [shelter.org.uk](http://shelter.org.uk) (England)  
[sheltercymru.org.uk](http://sheltercymru.org.uk) (Wales)  
[shelterni.org](http://shelterni.org) (Northern Ireland)  
[scotland.shelter.org.uk](http://scotland.shelter.org.uk) (Scotland)

### **TrustMark**

Government endorsed scheme to find a tradesperson.

Tel: 0333 555 1234

Email: through the website contact page

Website: [trustmark.org.uk](http://trustmark.org.uk)

### **Turn2Us**

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

Email: through the website contact page

Website: [turn2us.org.uk](http://turn2us.org.uk)

## Acknowledgements

With thanks to our User Review Group for kindly sharing their experiences.

Thank you also to the following for their kind review during the development or revision of this information sheet:

<b>Heather Dungey</b>	Senior Governance Officer, Care & Repair Cymru.
<b>Shane Elliott</b>	Housing and Health Liaison Officer, Department of Health, Northern Ireland.
<b>Sophie Fournel and the team</b>	Centre for Independent Living, Kent.
<b>Lynne Hills</b>	Occupational Therapist, Queen's Elizabeth Foundation for Disabled People.
<b>Jane Leicester</b>	MND Service Improvement Practitioner, Greater Manchester MND Care Centre.
<b>Shaun Robinson</b>	Operational Support Team Manager, Foundations.
<b>Gemma Spedding</b>	Occupational Therapist, Salford Royal NHS Trust.
<b>Gary Vaux</b>	Head of Money Advice Unit, Hertfordshire County Council.

## References

References used to support this resource are available on request:

Email: [infofeedback@mndassociation.org](mailto:infofeedback@mndassociation.org)

Or write to:

Information feedback,  
Motor Neurone Disease Association  
Francis Crick House  
6 Summerhouse Road  
Moulton Park  
Northampton NN3 6BJ

## Further information

We offer a wide range of information about MND and Kennedy's disease. You may find the following resources helpful, relating to this sheet.

### Information sheets

1A NICE guideline on Motor Neurone Disease  
10A to 10G on benefits, entitlements, social care and more.  
Further content on equipment, wheelchairs and environmental controls

### Booklets

What you should expect from your care  
Types of care  
Personal care  
Living alone with MND or Kennedy's disease  
Getting around  
Kennedy's disease  
Caring and MND - quick guide

### Large guides

Living with MND  
Caring and MND - support for you

### For professionals

Occupational therapy for Motor Neurone Disease

Search for information by need at: [mndassociation.org/careinfofinder](https://mndassociation.org/careinfofinder)  
Find information for professionals at: [mndassociation.org/professionals](https://mndassociation.org/professionals)  
Download our information at: [mndassociation.org/publications](https://mndassociation.org/publications)  
Find information in other languages at: [mndassociation.org/languages](https://mndassociation.org/languages)  
Order printed copies from our MND Connect helpline (see Our support next).

## **Our support**

Every day we support people affected by motor neurone disease, campaign for better care and fund ground-breaking research. Because with MND, every day matters.

We also support people affected by Kennedy's disease.

### **MND Connect**

Our helpline offers practical and emotional support, information and signposting to people with MND, carers, family and professionals. Find out more and current opening times at: **[mndassociation.org/mndconnect](http://mndassociation.org/mndconnect)**

Tel: 0808 802 6262

Email: [mndconnect@mndassociation.org](mailto:mndconnect@mndassociation.org)

### **Support services**

Find out about our support services at: **[mndassociation.org/our-services](http://mndassociation.org/our-services)**

### **Local and regional support**

Find out about our branches and groups at: **[mndassociation.org/local-support](http://mndassociation.org/local-support)**

### **MND Association Benefits Advice Service**

For help to identify claims and how to apply, visit: **[mndassociation.org/benefitsadvice](http://mndassociation.org/benefitsadvice)** or call our MND Connect helpline.

Tel: 0808 802 6262

### **MND Association website and online forum**

Website: **[mndassociation.org](http://mndassociation.org)**

Online forum: **[forum.mndassociation.org](http://forum.mndassociation.org)**

## **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 MND or Kennedy's disease, their families and carers.

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 this or any of our information sheets, access our online form at: **[smartsurvey.co.uk/s/infosheets\\_1-25](https://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](mailto:infofeedback@mndassociation.org)**

Or write to:  
Information feedback  
Motor Neurone Disease Association  
Francis Crick House,  
6 Summerhouse Road,  
Moulton Park  
Northampton NN3 6BJ

### **Would you like to help with user review of our information?**

If you are living with MND or Kennedy's disease, or you are a carer, contact us at: **[infofeedback@mndassociation.org](mailto:infofeedback@mndassociation.org)**

© **MND Association, 2026**

Motor Neurone Disease Association  
Francis Crick House,  
6 Summerhouse Road,  
Moulton Park  
Northampton, NN3 6BJ

Tel: 01604 250505  
Email: [enquiries@mndassociation.org](mailto:enquiries@mndassociation.org)  
Website: [mndassociation.org](http://mndassociation.org)

Registered Charity no. 294354

Revised: January 2026  
Next review: September 2028  
Version: 1

