

Fact sheet

Created Date: 6 July 2026

Review Date: 6 July 2028

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Stairs and Getting Upstairs

If you are struggling with the stairs we can assist you with this. There are several solutions and this will depend on many different factors.

Minor Works – Stair Rails

A second stair rail can help you maintain better balance and stability when using the stairs. For most people who are able to mobilise independently, we will encourage this option where the risks are minimal, as it is important to maintain mobility and independence.

If you use a walking aid, such as a stick or walking frame, we will consider providing a second aid so that you can keep one upstairs and one downstairs. This helps to reduce the need to carry equipment on the stairs.

We do not recommend that a carer or family member stands behind you as you go upstairs or in front of you as you come downstairs. In the event of a fall, they are unlikely to be able to prevent it and there is a risk that both of you could be injured.

In some cases, the wall may not be suitable to support a stair rail. Where this happens, we may consider a "magic rail". This is a type of rail that is fixed to the stair treads rather than the wall. If you live in rented accommodation, we will need to obtain your landlord's consent before any rail can be installed.

Where a stair rail or magic rail is assessed as necessary, there is no charge to you for the installation.

Please consider a referral to Family Connect or via the ASC Portal.

If you are a Wrekin Housing Group Tenant please contact them directly to arrange.



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Major Adaptations – Stairlifts

If you are able to mobilise but continue to have difficulty using the stairs, or you have a health condition where the effort involved makes you unwell, we can assess whether a stairlift may be appropriate.

If a stairlift is recommended following an assessment, funding may be subject to a financial assessment through the Disabled Facilities Grant process. If you live in rented accommodation, we will also need to obtain your landlord's consent before any work can proceed.

Stairlifts may not be suitable for everyone. Factors such as cognitive impairment, epilepsy, vertigo, or other conditions that could affect safety will be considered as part of the assessment. Every person and situation is assessed individually. You will also need to be able to transfer on and off the stairlift safely, including standing up from a seated position independently.

We have a stairlift at the Independent Living Centre, and you may be asked to attend an appointment so that we can assess your suitability and provide an opportunity for you to try one.

We are unable to fund the removal of an existing stairlift. However, if it is less than one year old, it may be possible for the supplier to remove and recycle it.

If you are considering purchasing your own stairlift, you are welcome to visit the Independent Living Centre (by appointment) to try one before making a decision. If you do purchase a stairlift independently, we recommend ensuring that it travels the full length of the staircase. Having to transfer between a stairlift and the stairs can present a significant risk of falling.



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Major Adaptations - Through Floor Lifts

Through-floor lifts are enclosed lifts that travel between a downstairs and upstairs room. We are most likely to recommend these for people who use a wheelchair, as they reduce the number of transfers required, avoid the risks associated with stairlift transfers, and enable the person to use their wheelchair on both floors of the property.

If a through-floor lift, or any other major adaptation, is recommended following an assessment, funding will be subject to a financial assessment through the Disabled Facilities Grant (DFG) process. This financial assessment is completed by the Home Improvement Agency. Depending on the outcome, you may be required to make a contribution towards the cost of the adaptation.

If you live in rented accommodation, we will also need to obtain your landlord's consent before any work can proceed.

No Picture Available Currently

Under the Disabled Facilities Grant legislation, we will assess for access to toileting but we will always look at how you can access your existing facilities; this might be a stairlift to access your facilities rather than the creation of downstairs facilities.

Similarly, we will explore a stairlift or through floor lift before we consider any adaptations/extensions downstairs as using internal space is the best use of the Disabled Facility Grant.

Sometimes, we may recommend that you need to live on one floor (typically downstairs) on a temporary basis until adaptations can be completed. This is necessary to manage any risks involved and is often recommended for someone returning back to their familiar home environment after a period in hospital and/or enablement.

If you would like an assessment or a conversation about the right equipment for you, please contact the **Family Connect on telephone: 01952 385385 (option 2)** for a referral. Alternatively, you may wish to use the Adult Social Care Portal. Our adult social care portal was created together with experts by experience, making it easier for you to access support in Telford and Wrekin. You can request an occupational therapy assessment at a time that works for you, we'll respond during office hours:

[Telford & Wrekin Council | Telford & Wrekin Adult Social Care Portal](#)



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If a major adaptation is recommended, we will make a referral for a Disabled Facilities Grant after an OT assessment to the Home Improvement Agency, who will explore any grants that may be available to fund the work.

A financial assessment (means test) may be necessary. If you live in rented accommodation, any proposed adaptations will also be subject to your landlord's approval.

Wherever possible, we will look at adapting your existing bathing facility or internal space rather than creating a new one.

For more information: [Disabled Facilities Grant \(DFG\) Information Handbook | Live Well Telford](#)

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