



Kian Carvell - EA Representative

Is your bathroom becoming
more challenging?

Common Challenges

Struggle to get in and out the bath

Toilet too low

Slippery flooring

Lack of support around the room

Door Access problems

Common Solutions:

- Level Access Showers
- Low Level Access Showers
- Wetrooms
- Walk-In Baths
- Simple Adaptations



Low Level Access Showers

- 25-40mm step
- For more ambulant users



Low Level Access Showers

- Flush with the floor
- Wetroom without the major works



Wetrooms

- Entire room into a showering area
- Complete peace of mind
- Care Professional endorsed



Walk-In Baths

- Enables much-loved soak
- Luxurious addition
- 25 Year Guarantee



Other Adaptations:

- Wash & Dry Toilets
- Bath Lifts
- Comfort Height Toilets
- Grab Handles



Our Vision and Mission

- Our Vision:

To SEE the elderly, less-abled and disabled enjoying specially adapted facilities so they can stay in the comfort of their own homes for the rest of their lives

- Our Mission

To ENABLE the elderly, less abled and disabled enjoying specially adapted facilities so they can stay in the comfort of their own home for the rest of their lives

Our Values



EMPATHY



CARE



INTEGRITY

The Who, Why and How of Eastern Adaptations

- The following slides will explain the background, formation and the vision of Eastern Adaptations and the passion that there is to serve our customers

The background to Eastern Adaptations

- Kevin Carvell, the director and founder of Eastern Adaptations has been involved in the bathroom industry for over 20 years along with being involved with the care of his paraplegic father for over 20 years too. What has become apparent is the majority of bathroom fit out professionals are very design orientated and in turn are not experienced enough in the care sector to offer the right level of advice and support in what the client really needs.
- Kevin found this out first hand when a builder came to quote Kevin for his father's bathroom, Kevin explained that his dad was in a wheelchair and that when he went to the toilet they had to be able to put the wheelchair as close as possible to the toilet so that he can be easily lifted on it. The builder looked at the bathroom and said ok, but the toilet needs to go there as that's where all the pipework is for it and pointed to the corner. Kevin explained to the builder again that it wouldn't work. The builder just said well I can't do that, that will be really expensive, even though Kevin had not mentioned anything to do with price.
- As a company we see this more and more where builders have gone into a someone's house and they come at it from a price angle and don't understand their clients needs. This is why when our Project Assessors first come to meet with you they don't even look at the bathroom for the first 15 or so minutes. They will sit down with you and assess your individual needs, so that we can provide a solution to keep you in the comfort of your own home.
- Kevin combined this knowledge of the bathroom industry together with his in depth knowledge of complex care needs and formed Eastern Adaptations with a vision to see all less-abled or disabled people enjoy the comfort of their own homes without compromising the care that they need

Why Eastern Adaptations exists and succeeds

- Eastern Adaptations ALWAYS has the care of the client first and foremost in focus.....this is paramount to all advice given. We believe that a beautifully designed bathroom on its own is just not enough. It needs to meet all the requirements of the individual now and also to future proof as much as possible.
- To be able to advise and view from the clients perspective is the reason for our success to date with empathy being one of our core values. The safety of our clients is always our primary consideration, not only in the advice we give but also during the whole installation process. With slips trips and falls being the number one injury within a hospital environment even, we treat health and safety extremely seriously.
- We have a dedicated team of professional installers that we work with that can commence a project within 4 weeks of being given the go-ahead. This is so different to the acceptable timescales that normal contractors work to. This is all because we understand the clients needs and we realise they cannot be waiting months on end for action to begin.

How Eastern Adaptations Operates and succeeds

- An example of how we operate is where we had a client who as a profession he was a tiler and he loved tiles. When we went to measure up the bathroom the client came in and said I don't want any of that Altro anti slip flooring, I want tiles. Kevin explained that we are accredited to Which Trusted Traders and The BHTA (British Health Trades Association) and due to certain Health & Safety criteria putting tiles on the floor would have seriously contravened these regulations so we had to politely decline the job... The reason I give this example is because we make sure the right solution is available to the client not just merely taking your money.
- Attention to detail is very important to us and one good example is regarding grab rails. We would never discuss the location of grab rails in the bathroom or around the house until work is completed. At that point, we would get our clients to do a dry run so we can see exactly where they would naturally go for support and it's at that point we would fix in position the grab rails. My point being we don't fit these very important details where we think they should go, we fit them where it is right for the client.

Who Eastern Adaptations work and collaborate with



Eastern Adaptations work within the care industry only and not in the mainstream construction or bathroom industry. Typically we would work closely with the following:



Occupational Therapists



Case Managers



Carers



District Nurses



Support groups such as Parkinsons UK, MND, Age UK....



Mobility Stores and specialist care equipment providers



This helps us to tailor our solutions to individual needs and challenges and not a one size fits all approach

What our customers say

- [Play video](#)

Case Studies

- Dear Kevin,
I just want to thank you for your firm's excellent adaptation of my bathroom. Your structured organisation worked well. All the equipment was in place from day 1, so there were no delays along the way. The workforce was well-deployed for maximum efficiency. The quality of the work was excellent, especially that of Gavin McGregor, the tiler, who really worked miracles from rough foundations and irregular angles. I was really impressed with all of the young men: they all worked hard and were well turned out and unfailingly polite. And the job was completed with a day in hand. And I am delighted with the result So a job well done.
With many thanks,
Julia Culshaw



Case Studies

- Amanda Wickes
- Feb 2019
- My father and mother in law are increasing in frailty and their overall health condition is deteriorating. We want them to be in the comfort of their own home for as long as possible and so we needed to make adaptations to their current home to enable this. The main area of concern was the bathroom. This was very compact and inadequate for their needs and so we needed to do something fast but were unsure what to do. We then reached out to Eastern adaptations to see if they could come up with a solution. They were able to offer solutions based first and foremost on their health requirements but at the same time producing a lovely looking bathroom that was homely. The attention to detail was attended to and the final result was nothing less than very pleasing.



Case Studies

- Mrs Smith - May 2019
- As an Occupational Therapist working at St Helena, our priority is to help an individual maintain their independence and achieve their goals. It is so rewarding to have a positive outcome and in the case of Mrs Smith, being able to stay in her own home was her main priority. It was a pleasure working with you.

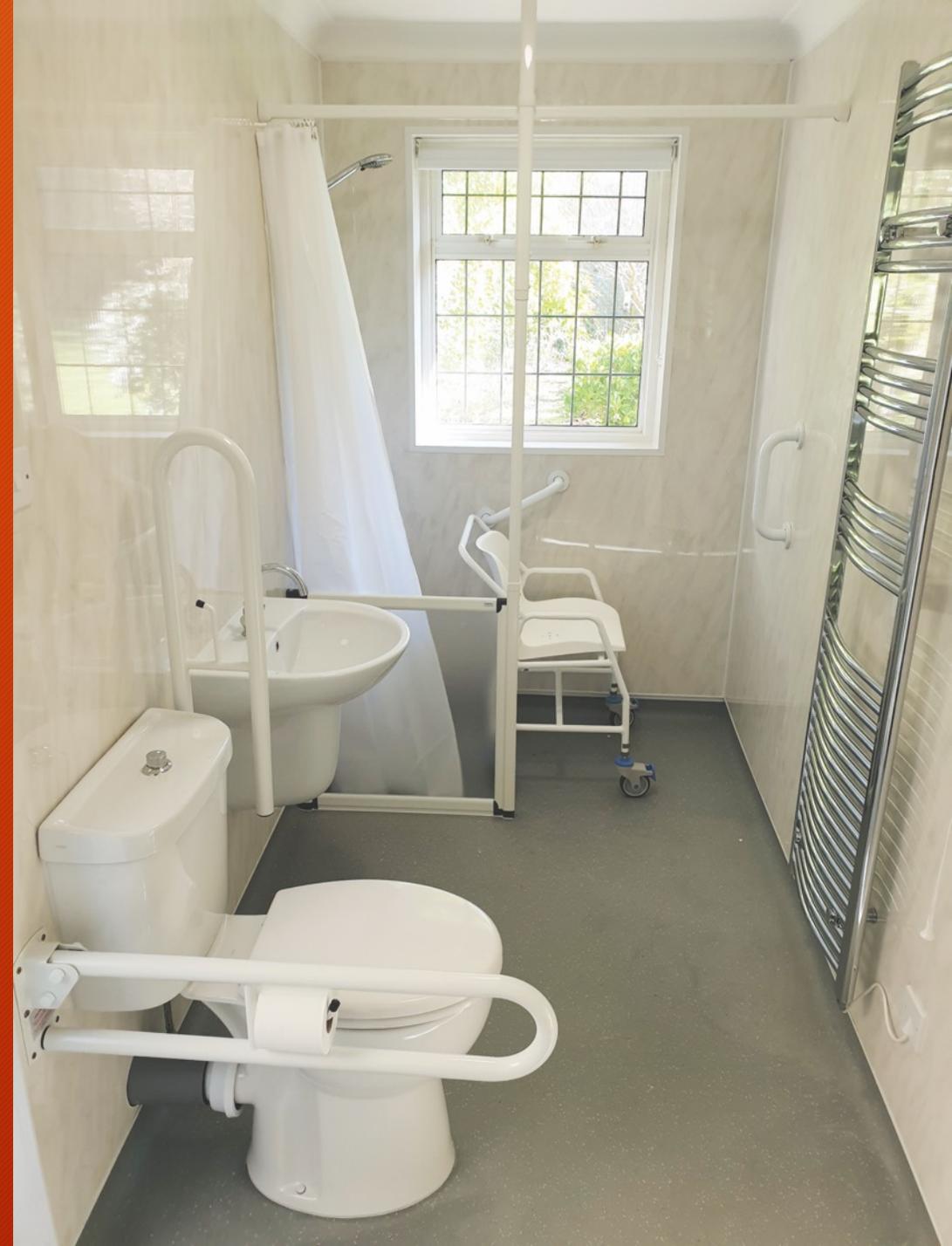
• Kind Regards

• Maggie Humphries

• Occupational Therapist

• St Helena

Note the heated towel rail is low heat and perfectly safe to hold.



Future proofing and planning

- As you may be aware we are not just your average builders, we come from a care angle to make sure we are following our Vision and Mission Statements:

- Our Vision:

To SEE the elderly, less-abled and disabled enjoying specially adapted facilities so they can stay in the comfort of their own homes for the rest of their lives

- Our Mission

To ENABLE the elderly, less abled and disabled enjoying specially adapted facilities so they can stay in the comfort of their own home for the rest of their lives

- For us to do this Future Proofing is a massive part of what we do. A good example of this would be someone who has Parkinsons Disease and are wanting to have a walk-in shower with a small lip. Now most builders will just measure up and put in what you want. How we separate ourselves is that we future proof your bathroom, so when we come to visit you we spend the time to talk to you to find out your specific needs. Often in this scenario, people with Parkinsons Disease can be generally worse in the mornings so if the client likes to shower in the mornings this becomes a challenge. To future proof this bathroom we would recommend a wetroom, this would then lead into our mission of making sure they can stay in the comfort of their own home.

Accreditations and Standards



FAQ's

- Aesthetically pleasing bathrooms?
- Kevin's mum said to him we can't compromise on your dad's needs; however, I don't want it looking like a hospital. 20 years ago, this was a challenge due to lack of equipment outside what social services would offer, however there is a multitude of tasteful products around as seen by our previous slides.

- Can we get financial help?

I don't know. As it stands the criteria comes down to a means test and if you are found to be worth more than £23,000 then generally speaking self-funding is what you'd expect.

- How much does it cost?
- Very, very difficult one to answer as it's all down to what's involved. However, if it's as simple as removing a bath and putting a shower in with all associated plumbing and drainage works it could be around £5000 but this is really a guide. We've done jobs on occasions where we've had to create a whole new bathroom and facilities and it could be as high £35,000 which is rare. But it's like buying a car, you can buy a car for £500 or you can buy a car for £100,000, it's not one size fits all, everyone has different needs.

FAQ's

- Who oversees the work when project commences?
- All our projects are fully managed by one of our project management team, from concept to completion.

- I only have a small bathroom, will this be a problem?
- We have worked with some extremely small spaces but we always manage to meet the needs of the individual. With careful planning and design, our team always come up with a flawless solution.

- Will the floor be slippery if water is laying on it?
- This is dependent on the floor covering that is used, we at Eastern Adaptations only use fully guaranteed anti-slip floor surfaces, and our surveys and assessors have samples of these to demonstrate.

- What about guarantees?
- To ensure peace of mind, we offer a 1 year warranty on all installations (extendable to 3 years), as well as the product manufacturers' guarantees – so you know you're investing in quality and a first-rate service when coming to us.