

## APPENDIX 8

### CARE & REPAIR CASE STUDIES

#### Case Study 1: Repairs Assistance

A couple with young family living in the Central ward. Their property was identified as being in significant need of repair, the living condition were impacting on the health of the family. Care & Repair obtained £20K of funding to repair the roof, upgrade (rewire) electrics, refit a new kitchen & bathroom, resolve damp problems and damp proof the property, various plastering/concreting and repairs to the waste/sewer pipes. The outside areas of the property were very overgrown. It was necessary to liaise with Environmental Health Services due to the living condition. Rodent droppings were evident in the property and a rat infestation was identified and dealt with. When areas of the overgrown foliage were cleared 100's of hypodermic syringes were exposed. The properties fences had been broken down and the overgrown garden was being used as cover by drug users. Further liaison with the Police was required and over £1,000 funding was obtained to clear the garden, repair the fence and provide outside lighting. The Fire Service was also involved due to problems with an adjacent property which was being used as a food outlet. This was subsequently closed following Environmental Health and Fire Service interventions.

The family are now living in a clean, warm and safe environment free from vermin, damp and drugs.

#### Case 2: Disabled Facility Adaptation

Mrs S for many years was living alone in a 1960's 2 bed bungalow. A referral was made to Care & Repair because Mrs S was having mobility problems; she was struggling to use the bath and was high risk of a fall. Care & Repair arranged Disabled Facility Grant Funding of £5,000 to take away the bath, install a level access shower (wet room) and upgrade the bathroom. The Agency's staff look holistically at the client's needs and their living environment. It was apparent that the property had many of the original 1960's features. C&R arranged grants for an efficient heating system to be fitted and the property insulated. The Agency also carried out repairs work replacing gutter, fascias, and windows and fitting an up to date kitchen. It also removed asbestos from the property.

Mrs S remains living independently in her own home. Her risk of falling has been significantly reduced owing to the bathroom adaptation and effective heating & insulation. Her anxiety concerning maintaining and upgrading the property has been removed. Care & Repair have continued to support her independence by supplying handy person services for "that little bit of help"

#### Case 3: Benefit Maximisation

Mr & Mr P aged 86 & 88 respectively both suffering from ill health. C&R were arranging Disabled Facility Grant funding to install a level access shower at their home to help them access washing facilities. Holistic checks revealed a lack of income. Following further research in partnership with DIAL both clients were awarded higher rate attendance allowance which qualified them for Severe Disability premiums which increased their Pension Credit.

This was also increased by a Carer's Premium. The net effect of the benefit checks was an increase in income for the couple of £305.40 per week. The shower work plus the extra income has improved their quality of life.

#### Case 4: Handyperson Services

Mrs J rang as she was having problems getting into her front door. She was in her 70's and relatively mobile but had recently stopped going out. She was partially sighted and in the evenings could not see well enough to put the front door key into the lock or see to step over the threshold as the outside light did not work. She had a low income and was worried that she could not afford the call out fee and costs for an electrician to solve the problem. She was also worried about rogue traders. Her way of dealing with it was to stop going out. The Agency handyperson visited and reconnected the light fitting at no cost. Mrs J was quickly back to normal.

### **Case 5: Handyperson Services**

Mr & Mrs B contacted the Agency owing to problems with a blocked drain. They were not sure whose responsibility it was, who to contact to clear it and were concerned about the costs. As they were both retired a handyperson was despatched to assess the problem. He was able to clear the blockage at no cost to the client.

### **Case 6: Charitable Funding**

The Agency was contacted by Mr S who was in his early 60's and was suffering from cancer and undergoing chemotherapy. As he had been unwell for sometime he had a low income and no savings. His heating had broken down and he had no hot water. Owing to his treatment he felt the cold and it was the middle of winter. The Agency despatched a plumber from the handyperson scheme who was able to identify the problem and work required to put it right. A quote was obtained; unfortunately Mr S had no means to pay for the work. C&R was able to apply for charitable funding and subsequently the work was completed. The work prevented Mr S health deteriorating and prevented him being admitted to hospital unnecessarily.

### **Case 7: Multiple Funding**

A referral was received from Children's Services to provide adaptations for a disabled child to continue to live at home with his family. The child was severely disabled and a wheel chair user. The property required major adaptations to enable a bedroom and on-suite shower room to be provided on the ground floor. A disabled facility grant was utilised. Children's Services funding was obtained for equipment e.g. specialist bath, ceiling track hoist. Two charities were approached and contributed to the works. While the works were undertaken the family were decanted to a suitably adapted property as they could not remain in their own property while work was ongoing.

The total costs exceeded £40K. The child is now able to spend the rest of its life at home with its parents. This has prevented full time hospitalisation at the cost of approximately £1,000 per week.

### **Additional Info**

The Agency also assists disabled people to claim relocation grants to move to more suitable properties. When stair lifts are no longer required C&R arranges for them to be re-sited. The Agency fits over £100K of minor aid & adaptation and assisted technology items for the Primary Care Trust each year. Privately funded Disabled adaptations and Public funded decent homes work are also undertaken, plus an lot of advice and smaller work. Turnover exceeds £3 million pa..