

Care & Repair

Cardiff and the Vale

Autumn 2023 Newsletter

Improving homes, Changing lives



We hope you find this newsletter helpful and informative. We look forward to receiving your call.

Call Care & Repair
Cardiff and the Vale on
029 2047 3337

Or email
careandrepair@crcv.org.uk



Care & Repair
Gofal a Thrwsio

Registered Charity
1162083





Care & Repair Cardiff and the Vale
Gofal a Thrwsio Caerdydd a'r Fro



Who are we?

We are a charity whose mission is to support older people to repair, adapt and maintain their homes.

Our vision is that all older people are able to live in safe, secure, warm and comfortable homes which suit them and their lives and maximises their independence.

Our core client group are over 60 and live in their own homes or privately rent.

What services we offer

We have an experienced team that includes Information & Advice Officers, Caseworkers and Technical Officers who can offer advice and support over the phone, by email or in your home.

We listen to the issues you have in your home and provide advice and support to deal with these issues. The service is tailored specifically for you. You may just want to be provided with information on options available to you and will decide the way forward yourself and act accordingly. Or you may require greater assistance and support from our team to access and progress options.

Advice and support can include help with

- Advice and help to stay warm at home, save energy and paying your fuel bills
- Advice on repairs, adaptations and maintenance of the home including advice on grants and benevolent funding to pay for works
- Advice on falls prevention and the fitting of small safety items such as grab rails, stair rails and key safes
- Technical Officers can visit you to discuss the issue, inspect the property and help you prioritise the works needed. They can also draw up specifications for work and arrange quotations, contracts and oversee practical works completed on your home
- Providing details of reputable contractors, you may wish to contact for quotes
- Provide free emergency heaters for you when your heating breaks down
- Advice if you are experiencing sight or hearing impairments, including lighting, loops, and adaptations.
- Information on other local services that may help you

For help and advice call or email us

029 2047 3337

careandrepair@crcv.org.uk



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Lywodraeth Cymru
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Welsh Government

www.careandrepair.org.uk



Get ready for lower temperatures and winter-proof your home



1. Invest in your insulation
2. Declutter your gutters
3. Keep your pressure in check
4. Give your radiators some attention
5. Service your boiler
6. Lag your pipes
7. Draught-proof doors and windows
8. Service your roof

Age Cymru has a very useful guide about getting yourself and your home ready for winter that you can access online at:

<https://www.ageuk.org.uk/globalassets/age-cymru/documents/information-guides-and-factsheets/wwu---english.pdf>

Make a plan B

Do you know where your stopcock is?

In the (rare) event that your pipes do freeze up, you'll want to prevent a build-up of pressure forming behind the blockage and leading to a burst pipe.

So familiarise yourself with the whereabouts of your stopcock and make sure that you can access it easily. It's the little tap or lever on your copper pipes, often found under your sink.



www.careandrepair.org.uk

Introducing our Technical Officers

In order for us to better help people to stay safely in their own home, we have a small team of Technical Officers. This experienced team are trained and qualified to help clients with a range of building and repair issues. The team work for the charity and provide their time and expertise free of charge.

Clients are normally referred to our Technical Officers via our Casework team when help is needed to:

- Inspect the property and prepare a report
- Obtain estimates on behalf of self-funding clients using our approved contractor list
- Prioritise actions and preparing a Schedule of Works
- Draw up contracts between client and approved contractors
- Spot checks of works and deal with any snags at the end of a job
- Inspect and sign off works

From back left: Richard, Mike and Jodie



Damp and condensation in your home is just one of the common issues that our technical team may be able to support you with:

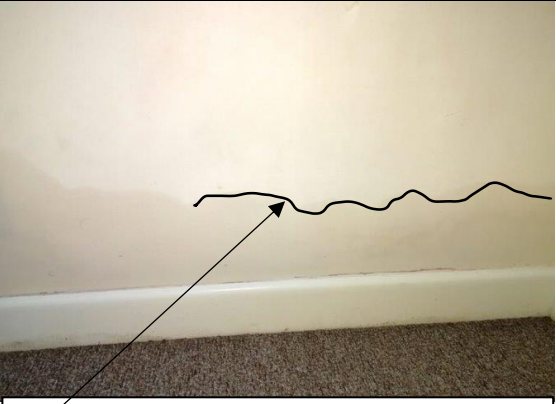
There are different types of damp:

1. **Rising Damp** – coming up from the ground
2. **Penetrating Damp** – normally coming in from the outside
3. **Condensation** – moisture created within a home that can't escape

All have different causes and each requires a different treatment. Damp removal and repair costs may vary significantly, so it's important to know what type of damp is affecting you before taking action. If its not clear our Technical Officers can help determine which type is affecting you.

Introducing our Technical Officers

1. Rising Damp

 <p>Line highlights contrast between the rising damp area and the dry plaster above.</p>	<ul style="list-style-type: none">• Damp patches start at the base of a wall and gradually move upwards, usually creating an even wavy line• Rising damp can only be at ground level – not 1st or 2nd floor• Skirting boards may show signs of rot, paint maybe blistered or plaster will be damp to touch• Floor coverings, such as carpet, may feel and look wet and start bubbling or lifting• The appearance of a white, powdery salt-like substance on a wall• Yellow or brown tide marks or staining on walls
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2. Penetrating Damp

Damp that is caused by water being able to get into the property, like a slipped slate on a roof, defective pointing or lead work or cracks and holes in external render.

	<ul style="list-style-type: none">• Blotchy damp patches internally on external walls• Plaster and paint deterioration, blistering, the appearance of stains and salts• Rotting skirting boards or timber• Excessive moss growth on external walls• Moisture entering the brick causing damage ("spalling")• Damp staining on external walls or ceilings• Wet and crumbling plaster
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3. Condensation

Caused by moisture create within the home settling on a cold surface.

		<ul style="list-style-type: none">• Streaming wet windows - in the morning or after cooking• Damp patches and black mould appear where there is less air circulation e.g. corners or behind furniture• Wallpaper starts to peel off• Black mould on window frames• Fabrics and clothes prone to mould and mildew.
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Before and after

Our technical officers can help clients with getting quotes for works that they self-fund, they do spot checks when the contractors are completing the works and make sure it's all done up to standard. Below, you can find some before and after photos of some of the works that the technical officers have overseen.



Before



Before



After



After



Before



Before



After



After

Keeping you safe at home



By Deborah Elward Crime Reduction Tactical Advisor Cardiff and Vale

Dealing with cold callers to your door can be difficult and some may be pushy. There are several steps you can take to feel confident. Please discuss these ideas below with family, friends or neighbours:

1. Fit a Door Chain

A door chain helps put a barrier between you and someone cold calling at your door. Alternatively, use a window to check who is knocking. If you don't know them or are not expecting them, don't let them in.

2. Lifeline

This is available via Telecare and is a button, worn around your neck or wrist and can be pressed if help is needed. When pressed the handler can listen to the conversation taking place on the doorstep and decide what help is needed.

For further information for Cardiff Tel. 02920 537080 or for Vale Tel. 01446 700111. Please note Telecare services incur costs.

3. Visitors

Keep a daily diary which can be updated by family, friends and carers to remind you who is expected that day. Simple signs can also be an effective reminder or invest in a device such as a Memo Minder. This activates as you approach the door and plays a pre-recorded message reminding you to lock doors etc.

4. Improved Lighting

Help yourself, neighbours and passing persons to see what is happening on your doorstep. For example, fit a permanent dusk till dawn light over the front door.

5. Key safe

If you have regular legitimate visitors to your home consider fitting a key safe but be careful about who you give the code to!

Call Care & Repair on 02920 473337 to discuss getting a key safe - free for those 60 or over and either own their home or rent privately.

6. Unlocked doors

Keep exterior doors locked. Ask that legitimate callers utilise the key safe whilst those unwanted or not expected must knock to gain access.

7. Motion activated camera

These allow family or friends to see remotely activity at your front door and receive an alert if someone is cold calling.

Remember if in doubt, keep them out!

Important dates to keep in mind!

Falls Awareness Week 18th-22nd September 2023

- Age Cymru, Age Connects Wales and Care & Repair Cymru are working in partnership to lead a public awareness campaign all about falls, here are some tips:
 - o Rugs and mats at the top or bottom of the stairs are a trip hazard, so it's a good idea to remove them altogether.
 - o Install a night light near the bed to make sure if you wake up in the night, you can see where you're going. Motion-activated light are an option so that they turn on as needed.
 - o Remove trip hazards like trailing wires, clutter and rugs. Also avoid glass furniture as it can be harder to see and may cause a stumble.

World Alzheimer's Day 21st September 2023

- World Alzheimer's Day is an international campaign to raise awareness and challenge the stigma, encourage support of and demystify dementia, it takes place as part of the World Alzheimer's Month.

International Older People's Day 1st October 2023

- A day to celebrate older people and the opportunities a longer life brings! With additional years, there are chances to pursue new activities, to learn, to spend time with family and friends, and more.

World Arthritis Day 12th October 2023

- World Arthritis Day serves as an opportunity to educate people about the autoimmune arthritis and its different types. This day spreads awareness about the impact that arthritis can have on people's daily lives and their physical and emotional well-being.

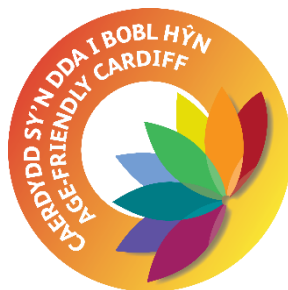
World Sight Day 12th October 2023

- This year, the theme for World Sight Day is to draw people's attention to the importance of following safe practices to prevent blindness and other vision-related problems. Around 285 million people worldwide live with low vision and blindness.



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Age Friendly Cardiff

Age Friendly Cardiff is a network of organisations including Cardiff Council, Cardiff and Vale University Health Board, South Wales Fire and Rescue Service, South Wales Police, third sector partners and other services, dedicated to making the city a better place for people to grow older.

Pick up the latest Age Friendly Cardiff newsletter

The Age Friendly Cardiff newsletter includes a variety of useful information about services, local events and advice for older people in Cardiff. New editions are published every three months - pick up the latest copy from your local community Hub! Or, if you'd like to receive it via email, contact agefriendly@cardiff.gov.uk.

Visit the new website!

The Age Friendly Cardiff website is a one-stop-shop of useful information for older people. It's split up into five key sections to make it easier to find what you need:

- **Your Home** - information about services and support available to help keep you safe, happy and independent at home
- **Your City** - transport, events, volunteering, public toilets and more
- **Your Health** - includes details about screening advice, falls prevention and staying active
- **Advice and Support** - information about wellbeing support, employment, money advice and staying safe in the community
- **Looking after others (Unpaid Carers)** - this section is for those who care for others by providing informal support – it includes information about taking a break, local events, useful organisations and more

www.agefriendlycardiff.co.uk

Take a look and if you have any comments or suggestions, please email agefriendly@cardiff.gov.uk or phone 02920 871055.

Contractor of the Quarter

Delston Roofing

Delston is a family run company which was set up in 1993 and has been in its present format since 1997.

They are specialised in roofing, can work with any type of roof and will do work from the guttering upward as a rule.

They do not advertise as prefer to work from word-of-mouth or with Care & Repair clients. They enjoy their work which can on occasion be challenging especially when diagnosing faults.



Adrian (left), David (middle), James (right)



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Upcoming Events



Event / Time	When	Where
Eye Health Week Info Session 11:30am-12pm	19 th September 2023	Radyr Hub, Park Road, Radyr, Cardiff, CF15 8DF
Falls Prevention Week Event With Public Health Wales 2pm-4pm	20 th September 2023	Llys Herbert, Ty-Draw Road, Lisvane, Cardiff, CF14 0AW
International Older Person's Day 11am-3pm	30 th September 2023	Central Library Hub, Hayes Bridge Road, Cardiff, CF10 1FL
Minority Ethnic Communities Health Event 10am-3pm	4 th October 2023	City Hall, Cathays Park, Gorsedd Gardens Road, Cardiff, CF10 3ND
Memory Café-Home Instead 10am-12pm	9 th October 2023	Penarth Methodist Church, Woodland Place, Penarth, CF64 2E
Whitchurch Hub- Wellbeing 10am-12pm	16 th October 2023	Whitchurch Library, Park Road, Whitchurch, Pantmawr, CF14 7XA
Vale 50+ Strategy Forum 11am-1pm	19 th October 2023	Civic Offices, Holton Road, Barry, CF63 4RU
Memory-Café-Home Instead 11:15am-12:45pm	1 st November 2023	Ararat Baptist Church, The Common Whitchurch, Cardiff, CF14 1PT



We hope to see you there!



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www.careandrepair.org.uk

How to contact us or make a referral



Call us on **029 2047 3337**



Email us at **careandrepair@crcv.org.uk**



Write to us at **Care & Repair Cardiff and the Vale (CCHA) Tolven Court, Dowlais Road, Cardiff, CF24 5LQ**



Follow us on Twitter **@CRCCardiffVale**



Follow us on our Facebook page **Care & Repair Cardiff and the Vale**



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Visit our website

<https://careandrepair.org.uk/agencies/care-repair-cardiff-and-the-vale/>

As a charity we help many older people that are in desperate need to be able remain living safely and independently at home within Cardiff and the Vale. If you feel able to make a donation then please:

- Ring us on 029 2047 3337 or
- Send us a cheque made payable to Care & Repair Cardiff and the Vale; to our office at Tolven Court (see above), or
- Donate online at cafonline.org or at www.paypal.com