



Care & Repair Cymru

CELEBRATING

25 YEARS

1991 – 2016

Improving Homes, **Changing** Lives

www.careandrepair.org.uk

From small beginnings

Care & Repair in the UK was born in Wales in 1979 (Ferndale, Rhondda), in response to acute problems faced by older homeowners living in housing that was unfit for human habitation and lacking in basic amenities. The pioneering project in Ferndale was followed by the development of 8 Care & Repair Agencies in Wales by the mid-80s. Development was helped through an "Assisted Agency Initiative" actively supported by the Welsh Office, and "Care & Repair Ltd" which at the time was helping develop Agencies across Wales and England.

An important Conference, "Care & Repair in Wales – the Way Forward", was held in December 1990, attended by a number of stakeholders including the Welsh Consumer Council, the Welsh Office, Care & Repair Ltd, Welsh County and District Councils, Welsh Care & Repair projects and academic institutes. The Conference agreed on a number of important actions including future funding and timetable for Agency development, and the setting up of Care & Repair Cymru as a separate independent body in 1991/92 to lead the further development of Care & Repair in Wales.

Through the 1990s, recognising the increasing housing problems faced by older people and the value of Care & Repair, Welsh Office/Welsh Government funding grew to enable existing Agencies to develop and new Agencies to form. With Care & Repair Cymru leading on developing new Agencies, there were ten agencies established by 1993, and twenty by the end of 1995. In 2003-2004 the Welsh Government announced it would provide 'enhanced funding' for Care & Repair Agencies to provide core Care & Repair services across the country delivered by 22 Agencies.

Welsh Government core grant made available for the movement increased to £4.9 million in 2009/10. However, due to grant reductions in response to the recent difficult economic climate in 2013, a journey of mergers of Care & Repair Agencies started, with the aim of reducing management and overhead costs in order to protect front line staff and services from the impact of cuts to grant. By the end of 2016 there will be 13 Agencies delivering Care & Repair services but **all Wales coverage** remains.

In September 2015 Care & Repair Cymru changed its legal status from being an Industrial and Providence Society, to becoming a Registered Charity with the Charity Commission to allow it to develop and diversify funding streams, to supplement grant funding with significant levels of charitable income.



Why do we exist?

Care & Repair has been Wales' Older People's Housing Champion for many years. Our newly adopted strapline "**Improving Homes, Changing Lives**" aims to describe what we do, but also the impact our work has on the lives of the people we help.

OUR VISION:

WE BELIEVE IN A WALES WHERE ALL OLDER PEOPLE CAN LIVE INDEPENDENTLY IN SAFE, WARM, ACCESSIBLE HOMES.



The problems we tackle

As Wales' population grows older, we face big strategic challenges to meet the housing needs of the ageing demographic.

The economic climate since 2010 has seen a huge reduction in funding for public services by the UK Government, and the years from 2015-2020 will probably see further cuts on public services that are already under pressure. The likely scenario will be an increasing need for services from older people, but less resources to deliver, with pressures on Health and Social Care services continuing to grow.

It is recognised that most people as they grow older would like to remain living in their own homes and communities and therefore a principle issue must be ensuring that

mainstream housing remains suitable to meet the needs of older people and to support older people to live as independently as possible. This means that the work we do in helping improve housing that is cold, damp, with fall hazards, safety and security concerns or not suitably adapted is more important now than ever before.

By tackling these problems and helping older people live independently, our services also **prevent** or reduce demand for GP services, unscheduled care, ambulance calls, residential care and home care.

What do we do and who benefits?

Care & Repair in Wales, in partnership with Welsh Government, local government and more recently with Health, has been delivering, evolving and innovating services that help older people remain living independently in their own homes for over 30 years.

Care & Repair Agencies deliver practical, front line services that help the strategic challenge of providing older people with safe, warm, accessible homes and helping them live independently at home for as long as they want.

Care & Repair Cymru is at the heart of leading and strengthening front line services, and representing the housing needs of older people:

- In a **leadership** role, championing the housing needs of older people, representing Care & Repair Agencies, and shaping the Care & Repair Movement.
- Ensuring there is **no post code lottery** in quality and consistency of front line services through national training, networks, seminars, conferences and management of the national database, CARIS.
- Protecting and developing the **brand and reputation** of Care & Repair, ensuring it is widely recognised and trusted by older people across Wales.
- Ensuring services don't stand still by **innovating and pioneering** new ideas.
- **Promoting the links between Housing and Health**, and practical preventative solutions that reduces demand on the NHS.
- **Improving integration and collaboration** with other third sector organisations, Housing, Health and Social Care.
- **Informing policy** and service development to meet older people's housing needs using our expertise, evidence and evaluation of Care & Repair outcomes.
- **Generating more funding** for services through charitable fundraising work, project bids and developing partnerships with other organisations.
- **Helping deliver an enhanced housing adaptations** service in Wales, reducing complexity and waiting times, and improving outcomes.

“
PROVIDING OLDER PEOPLE WITH SAFE, WARM, ACCESSIBLE HOMES AND HELPING THEM LIVE INDEPENDENTLY AT HOME FOR AS LONG AS THEY WANT
”



Our track record in innovation

Care & Repair Cymru has successfully developed new ideas for services and help to older people, often taking them from pilots and fringe activity to mainstream services.

Some of our biggest successes are:



- **Handy-person services**, providing very quick, practical housing help, repairs, adaptations, home safety, fire safety, security measures, and many other types of work at low cost or free of charge depending on local needs.



- **Rapid Response Adaptations**. Developed in 2002/3 now delivered across Wales helping over 16,000 people annually, within an average time of 8 days, and with 30% of cases helping quicker hospital discharges.



- **Independent Living Grants**. Piloted in 2011/12 and following a strong independent evaluation, repeated in later years, these emphasized a partnership between Care & Repair, Housing, Social Care and Health to tackle waiting lists for Disabled Facilities Grants (DFGs), building in flexibility to allow local solutions for blockages in DFG delivery.



- **Managing Better Service**. A new 3 year project, funded from Sustainable Social Services Third Sector Grant, and is a collaborative project with RNIB Cymru and Action on Hearing Loss Cymru, with Care & Repair Cymru as the lead partner. Launched in our 25th anniversary year the new service is delivered out of the 13 Care & Repair Agencies by 13 new specialist Caseworkers who will work proactively with Health and Social Care locally, to identify vulnerable, frail older people in need of help with a safe and healthy home environment before they reach a crisis point and before they enter the statutory system of hospitals, GPs, ambulances or residential care.



How do we do it?

Care & Repair has always been a service which is person-centred, and delivers tailored solutions to problems and needs. Our holistic approach has been a key factor in the success of Care & Repair.

Multi-disciplinary teams deliver a range of services, with funding not only from government grant, but from other sources such as housing associations, local government, and charitable donations.

Casework is at the heart of the service and clients often build a close relationship with their caseworker based on trust and confidence. The home visit, client engagement and gathering of information by the Caseworker is used to assess client's housing, personal and financial circumstances before discussing and tailoring the services needed to resolve any issues.

The unique combination of person centred casework, technical expertise, and practical skills is a strong and unique selling point for Care & Repair.

While there are strong common threads linking all Care & Repair agencies in Wales, each agency has also developed services based on local need and opportunity.

Finally, partnership working is one of the keys to a successful Care & Repair service, and we are proud of our approach of linking clients with the whole range of local statutory and third sector services.

As the Centre for Policy and Ageing points out: "Working together across local agencies benefits older people. There are common themes based around stronger partnership working – better information and access to all services."

What is our future vision?

Care & Repair is more relevant today than it has ever been before. We have our roots firmly in Housing, and the core of what we provide will be services that help improve the housing of older people, so that they can continue to live there independently. Our relevance has however shifted, and we believe we will be increasingly relevant to Health and Social Care which is clearly moving increasingly towards helping older people live independently at home and early intervention services that prevent or delay crisis points such as hospital admissions, unscheduled care, GP visits, or long term residential care admissions.

Our experience for over 25 years is that there is an important role for a strong national body, Care & Repair Cymru, to lead, co-ordinate, ensure quality and consistency, advocate for older people, innovate, research, evaluate, inform good policy, protect and promote the brand, and raise more funding for more services. We also believe that all Wales coverage of Care & Repair Agencies for delivering services at the front line should be protected and grown. We believe we are highly relevant to an overall aim of improving prevention in Health and Social Care, and improving quality of life and well-being for older people.

As well as growing our historic aim of helping older people stay independent in their own homes, we also have some specific new aims:

- Developing and delivering our new **“Managing Better”** Service- with important new features
- Developing a new service, **“Moving by Choice”** to support older people in decision making and planning housing options in later life.
- Developing a **“Warm Homes Prescription Scheme”**, working with GPs to identify older people whose health is adversely affected through living in a cold, damp home.

From small beginnings, Care & Repair in Wales has developed into the movement it is today with a Care & Repair Agency covering every part of Wales, led and supported by Care & Repair Cymru. **We look forward to the next 25years being as successful as the first.**

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Call us on: 02920 674830

www.careandrepair.org.uk

Care & Repair Cymru is a registered charity:
Charity Number 1163542

