

CONFERENCE 2023

The State of Older People's
Housing in Wales



Care & Repair
Gofal a Thrwsio

Conference Programme



CONFERENCE 2023



09.00	Registration, Networking and Exhibition
09.30	Welcome to Conference Gwynne Jones, Conwy and Denbighshire Care & Repair Nigel Winnan, Wales & West Utilities
09.45	Keynote Address 1 Julie James MS, Minister for Climate Change
10.05	Panel Discussion: The Right to Adequate Housing for Older People <ul style="list-style-type: none">• Matthew Dicks, CIH Cymru• Alicja Zalesinska, Tai Pawb• Ruth Power, Shelter Cymru
11.00	BREAK
11.30	Keynote Address 2 Heléna Herklots, Older People's Commissioner for Wales
12.00	Workshops (full details on next page) <ul style="list-style-type: none">• Challenges and Solutions in the Building Industry• The Relationship Between Housing and Social Care• OT and Care & Repair Good Practice Partnership• Managing Better – Making Technology Work for Older People
13.00	LUNCH
14.00	Workshops (full details on next page) <ul style="list-style-type: none">• Fuel Poverty and the New Warm Homes Programme• Housing Adaptations – Future Challenges• Your Anti Racism in Wales Action Plan• National Frailty Plan
15.00	BREAK
15.15	Dementia Diversity Play Ian Baxter and Libby Pearson, Purple List Theatre
16.15	Year in Review
16.30	Closing Remarks

CONFERENCE 2023



12:00 Workshops

1. Challenges and Solutions in the Building Industry

- **David Kirby, Policy and Public Affairs Officer, CIOB (Chartered Institute of Building)**

The construction sector faces numerous challenges. The growing skills gap means that there are insufficient numbers of people entering the industry, and that in turn, the sector cannot keep up with demand for Repair, Maintenance, and Improvement (RMI). Smaller organisations and charities also face additional pressure as they struggle to match salaries and benefits offered by larger Tier One contractors.

2. The Relationship Between Housing and Social Care

- **Nicola Brimblecombe, London School of Economics and Political Science**
- **Madeleine Stevens, London School of Economics and Political Science**

Discussion of research findings about how the characteristics and condition of people's housing is related to their care needs and the care they receive from local authorities, privately or from family and friends, and what can be done to improve the situation.

3. OT Good Practice Guide for Care & Repair

- **Laura Thompson, Swansea Bay University Health Board**
- **Sandra Davies, Western Bay Care & Repair**
- **Carol Williams, Western Bay Care & Repair**

Exploration of collaborative working between Care & Repair and health partners to improve communication and access to services.

4. Managing Better – Making Technology Work for Older People

- **Hannah Rowlett, RNIB Cymru**
- **Helen Davies, Carmarthenshire Care & Repair**
- **Theresa Davies, Blaenau Gwent and Caerphilly Care & Repair**

Find out how people with sight loss use technology, the apps that are available to increase independence, and our partnership with Care & Repair's Managing Better team.



14:00 Workshops

1. Fuel Poverty and the New Warm Homes Programme

- **Ben Saltmarsh, Head of NEA in Wales**
- **Haf Elgar, Director of Friends of the Earth Cymru**

This session will discuss the importance of Care & Repair's fuel poverty work, and that older owner occupiers should be an equal part of the housing decarbonisation (and climate change) agendas. The session will cover fuel poverty in Wales and help available, an overview of WGs housing decarbonisation work and net zero strategy and how older, vulnerable, low-income homeowners could be included.

2. Housing Adaptations – Future Challenges

- **Dan Jones, Welsh Government**

This is an opportunity to reflect on where we are now and where next, in the context of the ageing population and the social and economic changes of the past three years.

3. Your Anti-Racism in Wales Action Plan

- **Simon Lu, Anti Racism Manager at Tai Pawb**

A brief introduction to the Anti-Racist Wales action plan and how best we can implement the plan within the housing sector.

4. National Frailty Plan

- **Tracey Williams, Welsh Government**
- **Rhian Matthews, Hywel Dda University Health Board**

The session will provide an opportunity to learn more about frailty, what it is and what it isn't. This will provide an opportunity to discuss the development of an Integrated Quality Statement for Older People and those living with Frailty, how this aligns with other national policy and the work of national programmes, and to discuss the vital contribution of the third sector in relation to this population group.

CONFERENCE 2023



Main Speakers



Gwynne Jones

Gwynne had worked in social housing for 33 years until July 2020. He is proud to be the current Chair of Conwy and Denbighshire Care & Repair and an Agency Representative on the Board of Care & Repair Cymru. He has had links to the Care & Repair movement in Wales since 1996. He is also a trustee of a Ruthin Almshouse Charity. Having worked for local authorities and housing associations in Wales and England, his last role was with Cartrefi Conwy as Managing Director, where he had strategic responsibility for tenant and property services. He is a Fellow of the Chartered Institute of Housing.



Nigel Winnan

Nigel is the Customer and Social Obligations Manager at Wales & West Utilities, responsible for all customer services. Wales & West Utilities own and operate the gas network across Wales and the south west of England, supplying 2.4m domestic homes and business. In addition to identifying and looking after customers during emergency, planned and connection work, a number of partnerships such as with Care & Repair Cymru allow additional support to be provided to priority customers.



Heléna Herklots CBE

Heléna is the Older People's Commissioner for Wales – an independent statutory role established in law to protect and promote older people's rights. She took up post in 2018 after over 30 years working on ageing and older people's issues. Starting her career working directly with older people and their families in day centres and care homes, she has influenced public policy, campaigned for change and developed and provided support services for older people.



Julie James MS

Julie James was born in Swansea but spent significant portions of her youth living around the world with her family. Until she was elected as Member of the Senedd for Swansea West, Julie was a leading environmental and constitutional lawyer. Prior to this, she was assistant chief executive at Swansea Council. Julie was appointed Minister for Climate Change on 13 May 2021.

#CRCConf23



CONFERENCE 2023



Discussion Panel



Matt Dicks

Matt is the national director of CIH Cymru and leads the team in Wales, Matt took his current role armed with a breadth of knowledge of the Welsh policy landscape following 17 years of working as a senior communicator at the heart of Welsh civic and political life. After seven years as a Political Correspondent for ITV Wales, he joined the National Assembly for Wales (now Welsh parliament) as its head of news.



Alicja Zalesinska

Alicja is the CEO of Tai Pawb, an organisation promoting equality and social justice in housing in Wales. Her previous roles include that of an assistant director of Race Equality First and a researcher for the financial sector. Alicja has worked in the third sector for 16 years. Born and educated in Poland she made Wales her home 19 years ago.



Ruth Power

Ruth is the CEO of Shelter Cymru. She has enacted a commitment to social justice in various service delivery, policy and leadership roles in the third and statutory sectors. She started out in local authority and housing association housing and homelessness services in Cardiff and London, and then set up and ran a women's refuge, and a teenage mother and baby unit for a black-led housing association. She chairs Homes for All Cymru and sits on the Ending Homelessness National Advisory Board.

Dementia Diversity Play



Ian Baxton and Libby Pearson – Purple List Theatre

"The Purple List"...a gay dementia venture, was created by playwright Libby Pearson and actor Ian Baxter in 2017 as a piece of entertaining theatre, that we hoped could also be used as a dynamic and thought-provoking tool, for training. Little did we know back then, the far-reaching impact our work would have. Amongst others, we work with the NHS, the Care Quality Commission, Skills for Care, housing associations, dementia organisations, LGBTQ+ organisations and universities.

#CRCConf23



CONFERENCE 2023



12:00 Workshop Speakers

David Kirby

David is the Policy and Public Affairs Officer for Wales at the Chartered Institute of Building (CIOB). Leading the organisation's work with policymakers and key stakeholders in Wales, including on the Welsh Government's new Social Partnership and Public Procurement (Wales) Act. David is also responsible for undertaking research that helps CIOB understand the policy issues across the construction sector and built environment to strengthen the organisation's knowledge in these areas.

Hannah Rowlatt

RNIB's Technology For Life Team provides information advice and support about how people with sight loss can join and enjoy the digital world.

Helen Davies

Helen is the Managing Better Caseworker for Care & Repair Carmarthenshire, and has been in the role for nearly six years. She offers advice and practical support to people over the age of 50, who have sensory and cognitive impairments, to live independently as possible in a safe home environment.

Theresa Davies

For the last seven years, Theresa's role has been Managing Better Caseworker for Blaenau Gwent and Caerphilly Care & Repair. She has been with Care & Repair for 18 years.

Nicola Brimblecombe

Nicola is Assistant Professorial Research Fellow in the Care Policy and Evaluation Centre, London School of Economics and Political Science (LSE). She is a mixed methods social care researcher in the fields of unpaid care, housing and care, and unmet need and inequalities in care. She has published widely on those topics. All her projects have a focus on implementation of findings into practice and on involvement of carers, service users, and practitioners.

Laura Thompson

Laura is the Locality Lead Occupational Therapist at Swansea Bay University Health Board.

Sandra Davies

Sandra is a Senior Caseworker at Western Bay Care & Repair. She has been there for over 12 years. She enjoys supporting the team and meeting clients. The team has built over the last 12 years to meet new challenges and finds great satisfaction in achieving positive outcomes for clients.

Carol Williams

Carol is the Hospital to Home Caseworker in Care & Repair Western Bay, Carol has worked for the organisation for over 20 years and uses her experiences to support colleagues, partners and clients.

#CRCConf23



CONFERENCE 2023



14:00 Workshop Speakers

Ben Saltmarsh

Ben is Head of Wales for National Energy Action (NEA) – a national fuel poverty charity. He leads NEA Cymru’s advocacy and engagement priorities, working with key partners and stakeholders to see that everyone can afford to keep warm and safe at home. He sits on various advisory groups, is chair of the Fuel Poverty Coalition Cymru, provides the secretariat for the Senedd’s CPG on Fuel Poverty and Energy Efficiency, and leads the Wales Fuel Poverty Forums.

Dan Jones

Daniel is Head of Health and Housing in the Welsh Government, with responsibility for the Housing with Care Fund and Independent Living grants to Care & Repair, local authorities and housing associations.

Tracey Williams

Tracey has 37 years’ experience in Public Service as a nurse, midwife and civil servant, and 15 years’ experience as a carer. Previous roles include front-line clinical work, implementing new models of care improving outcomes in high-risk population groups, leading policy on Pre-School Children, School Nursing, Older People, Arts in Health, International Health, and Unscheduled Care, and developing high-profile tobacco control legislation. Currently, she leads policy on Frailty, Stroke, Neurological Conditions and the Adferiad (Recovery) Programme.

Haf Elgar

Haf is the Director of Friends of the Earth Cymru. She was previously the organisation's Campaigner in Wales, and has been with Friends of the Earth since 2008. In recent years she’s led a team who have successfully campaigned for a fossil free Wales and supported a growing network of grassroots groups across Wales. She worked in coalition to stop the M4 relief road, influenced climate legislation and the ground-breaking Wellbeing of Future Generations Act, and campaigns on a number of climate justice issues including air pollution and fuel poverty.

Simon Lu

Simon is the Anti-Racism Manager at Tai Pawb, an organization promoting equality and social justice in housing in Wales. Simon worked as National Women and Girls Coordinator at Wales Golf, leading the growth and development of the female game across Wales. Also, including roles across multiple equality characteristics including, Ethnic diversity, Women and Girls, and Poverty.

#CRCConf23



CONFERENCE 2023



Exhibitors



Wales & West Utilities

At Wales & West Utilities, our dedicated colleagues do their best to keep our 7.5 million customers safe and warm. We respond to gas emergencies, invest £2m every week across our network, connecting new homes and businesses, and upgrading metal gas pipes to new plastic ones so the communities we serve receive a safe and reliable gas supply for generations to come.



AKW Medi-Care Ltd

AKW, UK's leading provider of accessible bathrooms and kitchens for people with reduced mobility, enable people to live more independently in their own homes. Now offering even more choice to create beautiful, contemporary, and functional bathrooms with our recently extended product portfolio thanks to the company's acquisition of Contour Showers Limited.



Closomat

We believe that everyone has the right to live their best life, regardless of the challenges they face in their intimate toileting needs. We recognise the important role our products and services play in the lives of our customers and this drives us on in continuing to provide the highest quality products and the best possible customer care.



Easiaccess

Easiaccess are the UK's leading modular access company, manufacturing, supplying and installing nationwide. We pride ourselves on understanding the needs of our customers, having worked in this specialist field for over 20 years. Our metal modular systems have a fully adjustable design, providing flexibility to suit any building and space.

#CRConf23



CONFERENCE 2023



Exhibitors



Educ8

The Educ8 Group has an unrivalled track record of delivering high quality vocational training programs, including Kick-start, ReAct for those who've been made redundant, traineeships and Apprenticeships, to employers of all sizes, from micro organisations, through to SME's and global multi-nationals corporations.



The Key Safe Company

We're The Key Safe Company – home to the original police preferred key safes, and UK's most secure mechanical key safe, ark Tamo™. As providers of high-quality access solutions that complement and allow the delivery of today's enhanced care technology, we deliver security and peace of mind – enabling better lives by empowering people to remain independent.



Nest

The Nest scheme offers a range of free, impartial advice and, if you are eligible, a package of free home energy efficiency improvements such as a new boiler, central heating, insulation, or solar panels. This can lower your energy bills and benefit your health and wellbeing.



P4B Law Ltd

P4B Law are a specialist Employment Law and HR Practice. Providing fixed monthly fee support, one off project work and employment tribunal defence. We are recognised leading specialists in our field. Formed in 2006, we are South Wales based and count a number of Care & Repair agencies amongst our clients.

#CRCConf23



CONFERENCE 2023



Exhibitors

R N I B
Cymru



RNIB

Visibly Better provides social housing providers and care home staff with the skills and knowledge to meet the individual needs of the increasing number of residents living with sight loss. The Vision Friends project give staff the skills and knowledge to identify, understand and support older people living with sight loss. The training is free until March 2025.



Sarabec

Sarabec has over 40 years' experience working with people who have hearing loss, providing a wide selection of products to help them keep safe and independent in their own home. These include TV listeners, amplified telephones, extra loud doorbells, alerting systems for smoke alarms, door entry and telephones, alarm clocks and baby monitors.



SOLOON

Solon

Solon is recognised as the UK's leading supplier of quality crime prevention and community safety products. We offer an unrivalled selection of innovative products and have extensive experience of assisting with target-driven campaigns and initiatives. We supply a wide range of quality assistive living products, which include handrail brackets, key safes and various other minor adaptation items.



Gwasanaeth Tân ac Achub
De Cymru
South Wales
Fire and Rescue Service

South Wales Fire and Rescue Service

SWFRS want residents to feel safe at home, this is not just about the building you live in. We take a person centred approach to make sure you are as safe as you can be in your own home. During the visit we can look at the home, the person, and their behaviours.

#CRCConf23



CONFERENCE 2023



Exhibitors



Stroke Association

Post stroke information and advice. We also have groups and clubs as well as activities running across Wales. We, as an organisation campaign for improved stroke services, fund research projects and have a number of volunteer opportunities.



Tai Pawb

Tai Pawb works to advance equality in housing in Wales. We imagine a Wales where everyone has the right to a good home. We shape the change by influencing decision makers at the highest level We make the change by supporting our members to advance equality on the ground. We be the change by walking the talk in our organisation.



Tunstall Healthcare

Tunstall has been at the forefront of technology innovation for health, housing and social care for over 65 years, growing to become a UK manufacturer with a global presence. Its pioneering software, hardware and services enable providers to deliver integrated, efficient and person-centred care in the community, and empower people to live more independently and with an improved quality of life.