



Gofal a Thrwsio Conwy a Sir Ddinbych
Conwy and Denbighshire Care & Repair

ANNUAL REPORT 2022 - 23

Better Homes, Better Health
Gwell Cartrefi, Gwell Iechyd

Gofal a Thrwsio Conwy a Sir Ddinbych

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Gofal a Thrwsio Conwy a Sir Ddinbych Registered Charity Number 1171303 Company Number 9827000 Vat Reg No 379 5295 39

Our Mission: “To enable older or vulnerable people to remain independent in their own homes in Safety, comfort, warmth and security”

Our Vision is to be: “A leading provider of innovative services that enhance the quality of life of older or vulnerable people”.

The **aim** of Gofal a Thrwsio Conwy a Sir Ddinbych is to enable older people to remain living independently in their own homes through the improvement of their housing conditions and therefore their levels of comfort, safety, security and wellbeing

Governance

Gofal a Thrwsio Conwy a Sir Ddinbych is a subsidiary company to Grŵp Cynefin. The Agency receives funding from Welsh Government for its Core Service delivery. It is registered under the Co-operative and Community Benefit Societies Act 2014 and a registered Charity.

Gofal a Thrwsio Conwy a Sir Ddinbych help older homeowners and private tenants to repair, adapt and maintain their homes. Home visits are arranged to discuss clients needs and identify appropriate repairs, maintenance or adaptations, offering solutions, the likely costs and potential sources of funding.

The Charity’s objectives are for the public benefit, the relief of need, sickness, disability and poor health, particularly but not exclusively amongst those over sixty years of age and resident in the areas of Conwy and Denbighshire.

Gofal a Thrwsio Conwy a Sir Ddinbych is governed by a Board and complies with the CHC Code of Governance.

Board of Management 2022 - 2023:

Gwynne Jones	Chair
Gwenan Carrington	Vice-Chair
Bryn Ellis	Company Secretary (Director of Resources Grwp Cynefin)
Paul Quirk	Board Member - Independent
Hannah Fleck	Board Member & Service Manager Community Wellbeing, Conwy CBC (Resigned March 2023)
Clifton Robinson	Board Member - Independent
Claire Shiland	Board Member - Independent
Aimee Tomalin	Board Member - Independent
Melville Evans	Board Member - Grwp Cynefin Representative
Dafydd Lewis	Board Member - Grwp Cynefin Representative
Alexander Weick	Observer Board Member



Did you know?

Looking back on another successful year delivering Care and Repair services throughout Conwy and Denbighshire during 2022 - 2023.

Some of the highlights:-

- Our Strapline “Better Homes, Better Health, Gwell Cartrefi, Gwell Iechyd” recognises that poor housing leads to poor quality of health and a poor quality of life and that we make a difference by working together with partners to improve the lives of many older or vulnerable people allowing them to continue to live as independently as possible in their own homes supported by our:-
 - Core Caseworker / Technical Service
 - Managing Better Sensory Impairment Service
 - Rapid Response Adaptation Programme
 - Hospital2HealthierHome Service
 - North Wales Fire and Rescue Service and
 - Gerddi Gwyrdd Home Improvement Service
- During the year our Chief Officer met with Several Local MS's to discuss the work of the Agency.
- We successfully recruited an observer Board Member who joined our Board mid Year with the view to review the position at the AGM in September 2023.
- Successful delivery of our Hospital2 Healthier Home Caseworker Service working with NWFRS – delivering a Home Safety Support Services
- Working in partnership with BCUHB delivering the successful Hospita2Healthier Home Caseworker Service facilitating safe Hospital discharge to homes that have received adaptations and a casework support service to help prevent readmission.
- Successful delivery of the Care and Repair Cymru 70+ Heating Advice and Guidance Initiative. 70+ Cymru is a Wales-wide partnership project funded by the Energy Redress Scheme. It provided advice and support on home energy saving techniques and housing improvements, so that older people can heat their homes. The project successfully won the Wales Energy Efficiency Award for “Best Vulnerable Customer Support Organisation of the Year”
- Staff and Board members completed several Training courses throughout the year, examples of which:-
 - Our Board members successfully completed their Health and Safety Roles and Responsibilities Training.
 - Gerddi Gwyrdd Small Repairs Operatives successfully completed their Trusted Assessor Training
 - Caseworkers and Technical Officer successfully completed Trusted Assessor / BTEC refresher Course Assessing for Minor Adaptations
- Our Chair with be Chairing Care and Repair Cymru's annual Conference in Cardiff September 2023.

Lynda Colwell & Gareth Davies MS



We Provide:

- 1 Our Core Care & Repair Service** supports homeowners who are older or vulnerable to live as independently as possible with increased safety, security, warmth and comfort, by providing advice about wellbeing, home repairs and adaptations to their homes. It is funded by the Welsh Government.
 - 96% of RRAP clients told us their quality of life had improved as a result of Care & Repair's service.
- 2 Our Managing Better** service provides free information and practical help for older people, particularly with hearing or sight loss, dementia or if you just need help to stay safe at home and manage better.
 - We received 340 Managing Better referrals during the year, supporting usual impairment and hearing loss.
- 3 Our Rapid Response Adaptation Programme (RRAP)** is a Welsh Government strategic initiative, to help older people return home from hospital and/or make their homes safer, by providing a small-scale, quick adaptation or repair service, preventing hospital admission.
 - 1,277 clients received a RRAP grant to adapt their home to allow them to continue living there independently.
 - 58% of RRAP clients had work carried out to assist in reduction of falls.
- 4 Homes can easily fall into disrepair as income levels decrease, and our innovative Gerddi Gwyrdd Home Improvement Service** is a leading provider of services that enhance the quality of life of older or vulnerable people. It is delivered by a team who carry out private works, adaptations, small repairs in the home and garden, fit bathrooms/wet-rooms and complete skilled joinery work. They are trained to spot the needs of clients and refer them for help from our Core or RRAP services.
 - 41 bathroom adaptations were completed by Gerddi Gwyrdd.
 - 246 Gerddi Gwyrdd private funded work was completed at a value of £357,712.
- 5 Our Hospital2HealthierHome Service** helped even more householders, **saving many bed nights at a cost of £300** each for our partner, Betsi Cadwaladr University Health Board.

Every **£1 spent with Conwy & Denbighshire Care and Repair saves £7.50 in health costs** – that's 300 to 400 hospital bed nights, for example.

 - 484 Hospital to Home referrals were received.
 - 380 of these visits supported a safe hospital discharge.
- 6 Our 70+ Cymru** Energy Advice & Guidance Officer works with Care & Repair Cymru 70+ Project giving advice and support on home energy saving techniques and housing improvements, so that older people can heat their homes to over 70F.
 - During April 2022 – March 2023 we helped 178 clients with queries and applications directly related to 70+ in addition to providing general advice on heating grants and energy efficiency measures.



Hospital to a Healthier Home

Rapid and direct “Hospital to a Healthier Home” referral scheme delivered by Conwy & Denbighshire Care and Repair with support from the BCUHB.

The Hospital to Home Scheme ensures that essential adaptations are made to a patient’s home so that they can be safely discharged from hospital. As Keyworkers Gerddi Gwyrdd have been innovative in finding solutions to ensure we meet all of the client’s needs.

We partner with Betsi Cadwaladr University Health Board to help patients return home from hospital, helping relieve pressures on hospital beds and offering continued support for the patient. Following discharge a follow-up visit is arranged using our Healthy Homes Checklist to ensure that clients remain safe.

The scheme allows older people to remain living independently, and preventing future admissions due to a return to an unfit or unsafe home.

- Delivered 380 Home Improvements / Adaptations that facilitated discharge.

- 297 stated that the adaptations helped them to return home and live independently.

- Assisted 484 patients

- The scheme enabled a saving of 2,280 bed days.

- Carried out 399 Healthy Homes Checks & 249 subsequent Caseworker visits.

Client Feedback

“Managing much better. The rails help a lot - The fitter was very good, very tidy, no mess.”

“I was extremely pleased with the whole service from C&R including the quick response, the quality of the service and customer service from the workman who attended.”

“Absolutely wonderful, really happy, makes so much difference having lever taps for my arthritis.”

“I was overwhelmed by the kindness of everybody. I have always found it hard to get help because I own my own home.”

“Having the privilege of nursing people back to health it heartens me to know there are still people in the caring profession who genuinely go the extra mile to ensure a quality of life for people like myself.”

“I didn’t realise that I needed the over bath rail so much. I find it very useful and would not like to be without it now. The man was very tidy, cleaned up after himself and was a pleasure to have in the house. The Attendance Allowance will make a big difference this winter. I’m not so worried about the bills now.”

“Can’t thank you enough, Care & Repair have gone above and beyond to help me.”

“Amazing! Please thank everyone for what they have done so quickly for us.”

“Just wanted to thank you all for your hard work and the support you give to our palliative patients - we really appreciate your quick responsees to our urgent requests and want you to know it doesn’t go unnoticed! .”





Better Homes, better health

Helping older people stay safe, warm and independent in their own homes



Call us on
0300 111 2120

Gofal a Thrwsio Conwy a Sir Ddinbych
Conwy and Denbighshire Care & Repair

96% of RRAP clients told us that their quality of life had improved as a result of Care & Repair's service

RRAP works were carried out within an average of

15 days

£7.50

£1

For every £1 spent on RRAP, £7.50 is saved in Health & Social Care budgets

1,933

Number of Core people we've helped



79
Average age of people we've helped and

98%

of clients were very satisfied with services provided by Conwy & Denbighshire Care & Repair



98% of people would recommend the Care & Repair service to others



58%

of RRAP clients who had work carried out to assist in reduction of falls



Our Home Improvement Services facilitated works worth **£357,712**



We helped 282 people to increase their income by **£1,098,885** per annum

1277

Number of people with a RRAP grant to adapt their home to allow them to living there independently.



2022/23 figures for Denbighshire HIA Services and Rapid Response Adaptations Programme (RRAP)



Bwrdd Iechyd Prifysgol Betsi Cadwaladr University Health Board



Grŵp Cynefin
Mwy na thai • More than housing



Care & Repair Cymru



Conwy Fire and Rescue Service



Noddir gan Lywodraeth Cymru
Sponsored by Welsh Government



The Older People's Housing Service

Helping older people stay safe, warm and independent in their own homes



Call us on
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Gofal a Thrwsio Conwy a Sir Ddinbych
Conwy and Denbighshire Care & Repair

289 Total number of Home fire safety checks carried out

340 Managing better referrals supporting usual impairment and hearing loss.



41 Total number of bathroom adaptations completed by Gerddi Gwyrdd

997 Total number of Adaptations work completed excluding RRAP

Number of hospital to home referrals received of which 380 supported safe hospital discharge which led to a saving of 2,280 bed days. 100% of these clients reported on improved independence.

484



Number of Gerddi Gwyrdd Private funded work completed at a value of **£357,712**

“ Managing much better the rails help a lot - the fitter was very good, very tidy, no mess. ”

“ I was extremely pleased with the whole service from C&R including the quick response, the quality of the service and customer service from the workman who attended ”

“ Absolutely wonderful, really happy, makes so much difference having lever taps for my arthritis. ”

“ I was overwhelmed by the kindness of everybody, I have always found it hard to get help because I own my own home. ”

“ Having the privilege of nursing people back to health it heartens me to know there are still people in the caring profession who genuinely go the extra mile to ensure a quality of life for people like myself. ”

2022/23 figures for Conwy and Denbighshire Gerddi Gwyrdd Home Improvement Services



Noddir gan Lywodraeth Cymru
Sponsored by Welsh Government

Financial Performance

2022/23
£

2021/22
£

INCOME AND EXPENDITURE SUMMARY

Income	1,500,758	1,301,047
Expenditure	(1,395,007)	(1,131,372)

Surplus / Deficit for the year	105,751	169,675
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2022/23
£

2021/22
£

BALANCE SHEET SUMMARY

Fixed assets	15,265	6,566
Current assets	875,426	737,096
Current liabilities	(102,649)	(61,371)

Net Assets	788,042	682,291
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Revenue reserves	763,897	678,146
Restricted reserves	24,145	4,145

Total Reserves	788,042	682,291
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