

# CONFERENCE 2024



Care & Repair  
Gofal a Thrwsio

Better Homes for a  
Healthier Future

## Conference Programme



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08.45	<b>Registration, Networking and Exhibition</b>
09.30	<b>Welcome: Gwynne Jones, Conwy and Denbighshire Care &amp; Repair</b>
09.35	<b>A Message from our Conference Sponsor</b> Elizabeth Warwick, Wales & West Utilities
09.45	<b>Keynote Address</b> Jayne Bryant MS, Cabinet Secretary for Housing, Local Gov. & Planning
10.00	<b>A Year of Impact: Celebrating our Achievements</b>
10.20	<b>Panel Discussion: Housing and Health in Practice</b> Chaired by Chris Jones, Chief Executive at Care & Repair Cymru <ul style="list-style-type: none"><li>• Hayley Floyd, Head of Urgent Care at Welsh Government</li><li>• Faye Patton, Policy Manager at Care &amp; Repair Cymru</li><li>• Chiquita Cusens, National Nursing Lead for Primary &amp; Community Care</li></ul>
11.00	<b>BREAK</b> Tea, coffee and exhibition viewing
11.30	<b>Workshops</b> <ul style="list-style-type: none"><li>• Experiences from the Frontline: Exploring Challenges and Solutions</li><li>• How Data Can Transform the Work We Do</li><li>• Wales &amp; West Utilities: Reaching and Supporting Vulnerable Customers</li><li>• The new Warm Homes Programme</li></ul>
12.45	<b>LUNCH</b> Break for food and exhibition viewing
13.30	<b>Looking After Our Wellbeing</b> Jayne Ellis, Managing Director of EF Training
14.30	<b>BREAK</b> Tea, coffee and exhibition viewing
14.45	<b>Workshops</b> <ul style="list-style-type: none"><li>• Experiences from the Frontline: Exploring Challenges and Solutions</li><li>• How Data Can Transform the Work We Do</li><li>• The Right to Adequate Housing – The Journey Continues</li><li>• Introducing Older Not Colder</li></ul>
16.00	<b>Key Takeaways and Closing Remarks</b>



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## Workshops

### Experiences from the Frontline: Exploring Challenges and Solutions

11.30 & 14.45

- Neil Williams, Care & Repair Cymru, Head of Agency Support and Development
- Layla Thomas, Bridgend County Care & Repair, Dementia First Caseworker
- Alison Sian Jones, Powys Care & Repair, Minor Adaptations Administrator
- Stuart Pitt, Technical Officer, Monmouthshire and Torfaen Care & Repair

Behind the significant successes of Care & Repair and the thousands of clients it helps, lies the realities of delivering a gold-standard service. Whether at the administrative gateway into the service where expectations are huge, or at the heart of the service in the homes of older clients, where Caseworkers and Technical Officers operate within unplanned scenarios and under unseen pressures, the stakes are high. Care & Repair's person-centred, problem-led service, achieves so much despite spiralling costs and diminishing resources. Come and find out how it rises to the challenges and makes the magic happen.

### How Data Can Transform the Work We Do

11.30 & 14.45

- Rob Green, Care & Repair Cymru, Database Project Manager
- Richard Thomas, Care & Repair Cardiff and The Vale, Chief Officer

This workshop explores how you can effectively harness data to improve services for older people across Wales. It highlights how data can be used to prioritise urgent cases, optimise resource allocation, and tailor services to individual client needs. By showcasing successful data-driven interventions and collaborative data-sharing efforts, the workshop will demonstrate the tangible impact of reducing health risks associated with poor housing. Drawing on insights from The State of Older People's Housing in Wales report, it underscores the pivotal role of data in shaping future care strategies. The excellent practices of Care & Repair Cardiff and the Vale, particularly in using Power BI for advanced data analysis, will be showcased, demonstrating how data can drive informed decision-making and better outcomes.

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## Workshops

### Wales & West Utilities: Reaching and Supporting Vulnerable Customers

11.30

- Elizabeth Warwick, Wales & West Utilities, Engagement & Insight Manager
- Lucy James, EQ Communications, Managing Director

Do you see first hand the challenges older vulnerable people are facing? Wales & West Utilities (WWU) is reviewing its vulnerability and corporate social responsibility strategies and is looking to understand more about the vulnerability challenges in Wales. Join this workshop to share your thoughts and perspectives, which will then also help hone and improve the WWU's customer support services, and help reveal where it can add over and above value.

### The New Warm Homes Programme

11.30

- Ben Saltmarsh, NEA Cymru, Head of Wales
- Dylan Mclellan, NEST, Partnership Development Manager
- Joanna Seymour, Warm Wales, Director of Partnerships and Development

This workshop will inform you of the new Warm Homes Programme practical arrangements for referrals, and the experiences so far of this from the EST Nest Team and Warm Wales. There will also be a chance for discussion and questions, so you can also share your experiences of the new Warm Homes Programme. Additionally, the session will provide updates on the latest developments and news on fuel poverty ahead of winter, including numbers of people in fuel poverty, recent Winter Fuel Payment announcement, pre-payment meters, energy prices, and updates from the Fuel Poverty Coalition.

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## Workshops

### The Right to Adequate Housing — The Journey Continues

14.45

- Chris Jones, Care & Repair Cymru, Chief Executive
- James Hooker, Welsh Government, Head of Private Rental Sector
- Alicja Zalesinska, Tai Pawb, Chief Executive

This session will update delegates on the progress of the Right to Adequate Housing, and to provide the opportunity to ask speakers about how it might support improvement in housing conditions of Care & Repair clients. The speakers will cover the journey so far of the Back the Bill campaign, and will provide updates on the progress of the Green and White Papers. It will also be an opportunity to explore how the Right to Adequate Housing can address property conditions for vulnerable people living in unfit housing, and how other housing improvement programmes might be able to support it.

### Introducing Older Not Colder

14.45

- Becky Ricketts, Care & Repair Cymru, Older Not Colder Project Manager
- Sophie Shorney, Wales & West Utilities, Vulnerability & Carbon Monoxide Allowance Manager

On April 1 this year, Care & Repair Cymru launched our new flagship fuel poverty service, Older Not Colder. The service, funded generously by Wales & West Utilities, aims to support older homeowners across Wales by reducing fuel poverty and increasing home and client safety. ONC is serviced by our team of Agency-based Home Energy Officers. This session aims to inform attendees of the Vulnerability and Carbon Monoxide Allowance fund from Wales & West Utilities, as well as the strategies, training and services offered and implemented by our Home Energy Officers. This will be supplemented by up-to-date data on service trends, client data and a Q&A.

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## Main Speakers



### Gwynne Jones

Gwynne had worked in social housing for 33 years until July 2020. He is proud to be currently Chair of Conwy and Denbighshire Care & Repair and has had links to the Care & Repair movement in Wales since 1996. Having worked for local authorities and housing associations in Wales and England, his last role was with Cartrefi Conwy as Managing Director. He is a Fellow of the Chartered Institute of Housing.



### Jayne Bryant MS

Born and brought up in Newport, Jayne Bryant entered politics at the age of 17 and was elected as the Assembly Member for Newport West in 2016. She was appointed Chair of the Standards of Conduct Committee in the Fifth Senedd, and also sat on the Health, Social Care and Sport Committee. Re-elected in 2021, Jayne was nominated to Chair the Children, Young People and Education Committee in this Sixth Senedd and acted as Vice Chair for the Cross-Party Groups on Dementia and Intergenerational Solidarity. All her working life, Jayne has tried to help advocate and support people and is particularly passionate about encouraging young people to be active and interested in politics. Jayne was appointed Cabinet Secretary for Housing, Local Government and Planning on 17 July 2024.



### Elizabeth Warwick

Elizabeth is an experienced engagement and communications professional, currently the Engagement & Insight Manager at gas distribution network Wales & West Utilities. Wales & West Utilities doesn't sell gas; it uses its extensive network of pipes to transport gas to homes and businesses across Wales and the south west of England. Wales & West Utilities is a team of more than 1800 skilled and dedicated colleagues who keep 7.5 million customers safe and warm, with a gas supply customers can rely on combined with a level of service they can trust.



### Jayne Ellis

Jayne has worked in healthcare for over 30 years as a nurse and educator. She is a published author and regularly speaks at conferences and events all over the UK. EF training provides quality, evidence-based training that pro-actively addresses the impact of Compassion Fatigue on individuals and organisations. Having experienced compassion fatigue herself Jayne is acutely aware of the emotional impact that working in any caring role has. She is committed to raising awareness about Compassion Fatigue and campaigns for emotional health and safety to be seen as having equal status to physical health and safety in every organisation.

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## Discussion Panel Speakers



### Chris Jones

Chris has been involved in Care & Repair for 34 years, in Board member and executive roles, and as Chief Executive of Care & Repair Cymru since 2010. He worked for local authorities in Wales and England for 21 years between 1989 and 2010, in housing service delivery, policy development and leadership roles. Chris is passionate about Care & Repair and the vision of a Wales where all older people can live independently in warm, safe and accessible homes. He is determined to continue to build on Care & Repair's strong reputation as an organisation that helps deliver better integrated housing, health and social care services for older people in Wales.



### Faye Patton

Faye has worked for Care & Repair Cymru since 2020. She manages the policy and public affairs output of the charity, which takes a holistic approach to link housing, health, and fuel poverty to represent the challenges facing low-income older people to maintain the condition of their homes. Faye is also Vice Chair of the National Falls Taskforce in Wales and has managed the expansion and retention of the charity's Hospital to a Healthier Home service to 17 principal hospitals across Wales.



### Hayley Floyd

A Welsh Government communications and policy professional, Hayley has worked across a range of areas over the last 17 years, working in the HSS Department for the last eight years. Head of Urgent Care, Hayley has policy responsibility for NHS 111 Wales and out of hours services, supporting Ministers in making a positive difference for the Welsh population through the lens of urgent care, promoting national urgent care pathways and care closer to home. Hayley has worked with Care & Repair Cymru since 2018, on the establishment of the Healthier Homes service and securing sustainable funding for the service.



### Chiquita Cusens

Chiquita is the National Nursing Lead for Primary & Community Care working with the Strategic Programme for Primary Care. She has extensive clinical and operational experience within community health and social care, identifying new ways of working, developing and transforming services. Chiquita is passionate about the role Nurses have in leading and enabling care for individuals to stay at or close to home, at both an individual, neighbourhood and system level. Chiquita's role provides strategic nurse leadership and expertise to the programme as well as to other organisations and programmes of work in Wales.

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## Exhibitors (A-Z)



### Age Cymru

We're Age Cymru, the national charity for older people in Wales. We are proud to be a part of the Age UK Network. The network includes Age Cymru along with the three national charities, Age UK, Age Scotland and Age NI, and over 120 local Age UKs across England, five local Age Cymru partners and Age Orkney. Together with our local Age Cymru partners, we work to improve the lives of older people by delivering trusted advice and support services. We campaign, we research, and we fundraise to make sure we build a better life for all older people. We ensure older people's voices are heard, we challenge and change attitudes and we fight discrimination wherever we find it.



### AKW Medi-Care Ltd

AKW are the UK market leaders in showering, daily living and kitchen solutions for people with reduced mobility. Choice, competitive pricing, and first-class customer service make AKW the first choice for clients across the UK and abroad. We work closely with Occupational Therapists and Healthcare professionals, to design and manufacture a full range of easy access showering, kitchens and mobility support products. We are passionate about enabling people to stay in their own homes and retain their independence. Each of our products is rigorously tested, with fully inclusive design and made specifically for the end user.



### Carers Wales

At Carers Wales, we want carers to know that they're not alone. We're here to listen, to give expert information and advice, campaign for lasting change, and find new ways to support carers with their caring role. We want to see a world where carers are supported not only to cope with the challenges of looking after someone, but to build a life of their own too. A life which includes caring but is not overwhelmed by it, and one where carers are able to look after their own health and wellbeing too.

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## Exhibitors (A-Z)



### Centre of Sign-Sight-Sound

Support for people with a sensory loss, predominately people with a hearing loss or who are Deaf although we do have services for Disabled people. The services range from support to organise health appointments to support to find employment.



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

### Conwy & Denbighshire Care & Repair

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.

### Closomat

closomat®

We believe that dignity and independence are fundamental to our well-being. We do our best to make life a little easier for anyone who needs help when toileting.

We achieve this by being the UK's only specialist manufacturer of wash and dry toilets for the less-able. Once installed, we service, maintain and customise our toilets for as long as they are required.

### Easiaccess

easiaccess®

Easiaccess are a leading UK modular ramp and step manufacturer, supplier, and fitter. We offer a nationwide supply and installation service. Our metal systems have a fully adjustable design, providing flexibility to suit any building and space.

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## Exhibitors (A-Z)



**Health Plan®**

### HSF Health Plan

Our cash plans offer cash reimbursements for a whole range of healthcare and maintenance and treatments, GP Advice Line, Counselling Service and Legal Line as well as HSF Perkbox.



### Hearing Products International Limited

Hearing Products International have 32 years of experience in providing assistive technology and helping change peoples lives with hearing and sensory loss, we provide personal listeners, 2in1 TV and Personal Listeners, Smoke alarms, Alarm Clocks with Bed Shakers, Voice Amplifiers, Door Alert Systems with Telephone Signalers, Sound Sensors, Pagers and Bed Shakers all from a family run business.



### The Key Safe Company

The Key Safe Company is the UK's leading provider of secure key storage solutions, helping millions share secure property access since 1996. As ISO-approved distributors, we worked with security experts to regulate the industry, developing the Police-Preferred Standard. Our groundbreaking ark Tamo™, is certified by LPCB as the most secure mechanical key safe, setting the standard in its class.



### National Energy Action

National Energy Action, fuel poverty charity, operating across England Wales and Northern Ireland. We offer advice and support to fuel-poor households, as well as advocating for policy and regulation to protect the most vulnerable households. We also offer training to frontline staff of other organisations, to they can best support fuel-poor households.

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## Exhibitors (A-Z)



### Nest

The Welsh Government Warm Homes Nest scheme offers free, impartial advice and support to all households in Wales. If a customer is eligible, Nest also offers a package of free home energy efficiency improvements to help lower energy bills and improve health and wellbeing, such as insulation, a heat pump, solar panels, or central heating.



### Sarabec

Sarabec provides a wide range of equipment to help people with a hearing loss. Products include TV Listeners, Amplified Telephones, Alerting systems for smoke detectors, Extra loud flashing doorbells and Personal listeners to help with hearing conversation. We sell direct to Local Authorities, the NHS, Sensory Charities and the public.



### Solon

Solon is recognised as the UK's leading supplier of community safety products. Having worked with an array of councils, housing associations and care providers for almost 30 years, we utilise this customer involvement to deliver market-leading solutions.



### Stannah Lifts

Stannah is a family-owned business that has been manufacturing stairlifts since 1975 and has sold nearly one million globally. We serve thousands of customers nationwide using our three factories, eleven service branches, nine installation depots, and our teams of skilled engineers and sales consultants. We work with local authorities to ensure that we meet their customers' need for reliable, high quality and safe products, which enable them to continue living independently in their own homes.

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## Exhibitors (A-Z)



### TACT (Trusted Assessing and Care Training)

TACT is an OT-led practice that specialises in training and programmes to support assessing for home adaptations. As an accredited provider of Trusted Assessor training, we offer a variety of courses in a range of formats including the national qualifications in Trusted Assessor at levels three and four.



### Wales & West Utilities

We distribute gas to homes and businesses on the main gas network, offering support to people in vulnerable situations who experience a gas supply loss. We also provide the 24/7 365 day a year gas emergency service for people who smell gas or suspect carbon monoxide is being released. We offer free locking gas cooker valve installation for cookers with suitable pipework to support those caring for people with dementia.



### Warm Wales

Warm Wales Cymru Gynnes is committed to alleviating fuel poverty in Wales and the South West through a range of projects and partnerships. We offer a variety of services to support residents, including energy efficiency improvements, help with energy bills, smart meters, and discounts, as well as water tariff reductions and heating system upgrades. Our work extends to income maximisation, energy awareness sessions, priority service registration, and home safety measures, all aimed at enhancing the quality of life for vulnerable households.

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