

Improving Homes, Changing Lives.



ANNUAL REPORT 2023-24

Conwy and Denbighshire Care & Repair



Gofal a Thirwsio Conwy a Sir Ddinbych

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Cliffan Robinson
Conwy a Denbighshire
Gofal a Thirwsio 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.



Gwynne Jones
Chair



Paul Quirk
Board Member -
Independent



Alexander Weick
Board Member -
Independent



Clifton Robinson
Vice-Chair



Aimee Tomalin
Board Member -
Independent
(Resigned Nov
2023)



Helen Jones
Company Secretary
(Governance &
Compliance Manager
Grwp Cynefin)



Claire Shiland
Board Member -
Independent



Melville Evans
Board Member -
Grwp Cynefin
Representative



Gwenan Carrington
Board Member -
Independent



Sion Roberts
Board Member -
Grwp Cynefin
Representative

Did you know?

Looking back on another successful year delivering Care and Repair services throughout Conwy and Denbighshire during 2023 – 2024.

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 2023, and was then appointed as a full Board Member at the September 2023 AGM.
- Successful delivery of our Hospital2 Healthier Home Caseworker Service working with NWFRS – delivering a Home Safety Support Service.
- Working in partnership with BCUHB delivering the successful Hospital2Healthier Home Caseworker Service

facilitating safe Hospital discharge to homes that have received adaptations and a casework support service to help prevent readmission.

- Staff and Board members completed several Training courses throughout the year, examples of which:-
- Our Board members successfully completed their Safeguarding and Equality, Diversity and Inclusion training.
- All staff completed their Safeguarding training.
- Gerddi Gwyrdd Small Repairs Operatives successfully completed their Manual Handling, Asbestos, Emergency First Aid, Safeguarding and Working at Heights training.
- Funding has been allocated by Wales & West Utilities to fund a Home Energy Officer two year seconded post commencing April 2024 through the Older not Colder Scheme.

This service will provide a comprehensive, specialist casework, advisory and support service to older people who are in or at risk of fuel poverty, or who need to improve the energy efficiency of their homes to alleviate cold.
- Staff and Board members attended the Care and Repair Cymru Conference in Cardiff September 2023 chaired by Conwy and Denbighshire's Chair Gwynne Jones.

Gwynne Jones will be chairing the Care & Repair Cymru Conference again this year, which will be held at Venue Cymru, Llandudno, September 2024.

- Introducing Trusted Assessor Training from TACT

TACT is an OT-led practice specialising in assessing for home adaptations. They are an accredited provider of the national qualifications in Trusted Assessor at a variety of levels. TACT also offer a range of training courses, awareness programmes and assessment resources for a range of roles from advisors through to OTs. TACT's training calendar includes both published courses designed for small bookings and directly commissioned programmes including face-to-face, eLearning and blended formats. TACT's Trusted Assessor trainers are all OTs with experience in home adaptations. TACT is committed to running regular open courses in Wales featuring the most popular Trusted Assessor qualifications and they are delighted to be partnering with two Care & Repair agencies to deliver this programme. Conwy and Denbighshire Care and Repair and North East Wales Care and Repair. Training courses will commence October 2024 at the **Care & Repair** Offices in St Asaph.



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 385 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.

- 1,941 clients received a RRAP grant to adapt their home to allow them to continue living there independently.
- 80% 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.

- 37 bathroom adaptations were completed by Gerddi Gwyrdd.
- 371 Gerddi Gwyrdd private funded work was completed at a value of £384.833

5 Our **Hospital2HealthierHome Service** ensures that essential adaptations are made to a patient's home so that they can be safely discharged from hospital, **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 & Repair saves £7.50 in health costs** – that's 300 to 400 hospital bed nights, for example.

- 518 Hospital to Home referrals were received.
- 450 of these visits supported a safe hospital discharge.



Hospital to a Healthier Home



450 Home Improvements completed for patients



366 Stated that the service helped them return home and live independently



518 Patients helped



The scheme enabled a saving of 2,700 bed days



Carried out 467 Healthy Homes Checks



£414,616 of welfare benefits claimed for patients

Client Feedback



"I can't tell you the difference it's made to my wife getting in and out of the house. I really cannot praise Care and Repair enough."

"The rail you have put in place has made a world of difference, the wash basin is now secure. The people that came into my home were wonderful, I can't thank everyone enough."

"Bathroom conversion done with professional and considerate workers who did a grand job and has made a big difference to our lives."

"Your Officer has really made a difference in a really difficult and sad situation. We are all very grateful."

"I never even knew that this service existed and I cannot thank you all enough."

"The front garden wall has been completed, he did an excellent job, a true craftsman. He worked extremely hard all the time he was here and produced the job to a high standard."

"The Attendance Allowance I received will help greatly as my health deteriorates. I can have the heating on more without worrying about the extra costs. Now that I am in receipt of Attendance Allowance I have a cap on my water charges too, so it all worked out well."





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

20 days

£1 → £7.50

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

Our Home Improvement Services facilitated works worth £384,833

£1,494,543

We helped 288 people to increase their income by £1,494,543 per annum

1,833

Number of Core people we've helped

79

Average age of people we've helped

99%

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

97% of people would recommend the Care & Repair service to others

80%

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

1941

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

2023/24 figures for Denbighshire HIA Services and Rapid Response Adaptations Programme (RRAP)



GIG Cymru NHS Wales

Bwrdd Iechyd Prifysgol Betsi Cadwaladr University Health Board



Grŵp Cynefin
Mwy na thai • More than housing



Care & Repair Cymru



Gwasanaeth Tân ac Atfalch 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
0300 111 2120

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

385 Managing better referrals supporting usual impairment and hearing loss.

535 Total number of Home fire safety checks carried out

“ I never even knew that this service existed and I cannot thank you all enough. ”

“ Bathroom conversion done with professional and considerate workers who did a grand job and has made a big difference to our lives. ”

“ I can't tell you the difference it's made to my wife getting in and out of the house. I really cannot praise care and repair enough. ”

“ The Attendance Allowance I received will help greatly as my health deteriorates. I can have the heating on more without worrying about the extra costs. ”

“ The rail you have put in place has made a world of difference, the wash basin is now secure. I can't thank everyone enough. ”

Number of hospital to home referrals received of which 450 supported safe hospital discharge which led to a saving of 2,700 bed days. 100% of these clients reported on improved independence.

518



37 Total number of bathroom adaptations completed by Gerddi Gwyrdd

763 Total number of Adaptations work completed excluding RRAP

371

Number of Gerddi Gwyrdd Private funded work completed at a value of £384,833

2023/24 figures for Conwy and Denbighshire Gerddi Gwyrdd Home Improvement Services



Financial Performance

	2023/24 £	2022/23 £
INCOME AND EXPENDITURE SUMMARY		
Income	1,549,621	1,500,759
Expenditure	(1,473,713)	(1,395,007)

Surplus / Deficit for the year	75,908	105,752
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	2023/24 £	2022/23 £
BALANCE SHEET SUMMARY		
Fixed assets	13,410	15,265
Current assets	942,994	875,426
Current liabilities	(92,454)	(102,649)

Net Assets	863,950	788,042
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Revenue reserves	842,954	763,897
Restricted reserves	20,996	24,145

Total Reserves	863,950	788,042
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