

# Adaptations & Repairs Service



# Small Repairs Service



ANNUAL REPORT 2013



25 YEARS

# Home Safety Service



# Gardening Service



# Manager's Foreword

I am pleased to present our Annual Report and take this opportunity to thank everyone that has helped to make our 25th anniversary year such a success. This report highlights our new look via our redesigned leaflets which are very colourful and eye catching, and really do demonstrate that our service continues to be dynamic and looks to reach out to new clients and partners. We are proud to feature our new additions; the Home Safety and Gardening Services. These have been such a success for East Lothian, and an excellent addition to what Care & Repair offers. We are confident that having demonstrated their success in the first year, and as we move into year two, they offer clients much needed support. The feedback so far has been very positive, and being part of our holistic service, we feel that the opportunities to add value to what we do by integrating our services really does make us very efficient and effective. 25 years on, Care & Repair is still focusing on getting the best for our clients!



## 25 YEARS



## Adaptations & Repairs Service



## Small Repairs Service



## Home Safety Service



## Gardening Service



To celebrate our anniversary, we held an event to showcase Care & Repair and I was delighted that the event was attended by our MSP, Councillors, stakeholders, Scottish Government representatives and our biggest supporters – our clients. It was a fantastic opportunity to reflect on all the work that Care & Repair has achieved over its 25 years and how pivotal it has become in meeting the needs of the elderly, disabled and vulnerable members of our community. Many of our stakeholders and partners spoke at the event and I was really impressed with the level of commitment that there is to the service locally.

I am lucky to be the Manager of a service that produces such good work that really does make a difference to the quality of life of those we serve in East Lothian. In difficult financial times, I am very grateful for the continued support of East Lothian Council and their commitment to joint working which really does provide value for money!

Bev Jones  
Care & Repair Manager

# Adaptations & Repairs Service



Free help & advice to repair or adapt your home to suit your needs

*"The help I received through Care & Repair took all the worry away, they did an excellent job"*

Mr C – Client

## Adaptations

A positive and productive year for our service with over £589,000 worth of adaptation work undertaken in the form of wet floor showers, stairlifts and ramps.

This year works have included...

**81 wet floor showers, 21 stairlifts, ramps and both external and through-floor lifts**



### Case study

A lovely gentleman aged 70 had experienced a sudden, very rapid decline in his health and mobility due to the onset of serious illness. When I first visited he was isolated upstairs, being unable to manage the stairs at all. We were able to assist with the process of a grant application to enable the stairlift to be ordered and installed as quickly as possible.

When I visited after installation of the stairlift, the client was downstairs enjoying his family home and company again. His wife reported on the amazing difference she had seen in him. Marilyn Holden – Senior Care & Repair Officer



## Repairs

This year, repair works to client homes have included electrical re-wiring, damp treatments and door, roof and plumbing repairs.

### Statistics...

Age of clients	%	Household types	%	Referred by	%	Property age	%	Health	No.
Under 55	10	Couple	45	Social Work/OT	77	Pre 1919	15	Chronic illness	21
55-64	9	Couple & Family	8	SRS	6	1919-44	24	Physical disability	40
65-74	22	Female single	26	C&R	2	1945-64	25	Mobility problems	39
75-84	37	Male single	10	Friend/Relation/Self	9	1965-82	14	Dementia	5
85+	22	Single & Family	11	LA Grants	2	Post 1982	22	Learning disability	3
				Health Service/GP	2			Mental health issues	3
				Other	2			(some clients have more than one health issue)	

# Small Repairs Service



**No cost for labour, you only pay for materials**

*"This service is marvellous, can't quite believe I could receive help like this, all works fantastic!"*

Mrs G – Client

## Small Repairs

Our service continues to make a real difference to the lives of our clients in East Lothian and, after 10 years, continues to grow ever more popular.



The service carries out a wide range of repairs with the emphasis on safety and security such as fitting new door locks, key safes, grabrails and handrails.

**Over 2,300 jobs undertaken this year**

## Electrical

Our electrical assistance is designed to help our clients be safe at home. Our Electrical Home Safety check looks at the fuseboard, circuits, sockets and plugs to check whether they are safe. In the last year we carried out 79 of these and 55 security light installations to assist clients' safe passage in and out of their home particularly in the dark winter nights.



**This year our works have included...**

145  
Window repairs

98  
Door locks/  
handles

226  
Home safety  
measures

147  
Draught  
proofing

54  
Grabrails &  
handrails

# Home Safety Service



Help at home to identify hazards which may result in a fall if left unattended

*"Jeanie Cole has done a great deal to help me and I can't express myself adequately enough to thank her"*

Mr R – Client

Our new service offers an opportunity to take part in a safety check of the home environment with the aim of identifying potential risks or hazards which may result in an accident or fall if left unattended.

47 checks were carried out, supporting 58 clients. Making appropriate referrals to other services is an important part of the check, ensuring the client receives the full range of support they need.

***100% of respondents agreed that, following the visit and resulting referrals, they felt more confident of living more independently***



***92% of these clients felt less anxious about safety & security in their home, and 76% believed they were less likely to have a fall!***

## Case study

A 91 year old widower living in a first floor flat on two levels with very poor mobility. He uses a walking stick and mobilises slowly. Risks immediately identified were a wet floor in the porch from a roof leak, torn uneven lino tiles in the kitchen, a gap in his bannister rail, great difficulty in showering and smoke detectors that did not work. Referrals were made to Occupational Health for a bathing assessment and a grab rail for his front door. A Telecare referral connected smoke detectors to his community alarm.

Assistance was given to complete Attendance Allowance forms. Care & Repair repaired the bannister rail and other small repairs and provided contact names for a roofer and flooring specialists. The roof was repaired and a non slip lino put down. This gentleman then felt greatly reassured about the future and continuing to live safely in his own home.

## Referrals on behalf of our clients included...

52  
referrals to other  
Care & Repair  
services

30  
for Occupational  
Health  
support

10  
for Attendance  
Allowance or  
financial support

We provided:  
17 Nightlights  
10 4-way Adapters  
10 CO Detectors



# Gardening Service



Friendly help  
to clear or maintain  
your garden

*"More than pleased – just superb!"*

Mrs G – Client



This partnership initiative between Care & Repair East Lothian and Volunteer Centre East Lothian provides a gardening/befriending service to home owners and private tenants aged 65 and over who are in need of help to clear and/or maintain their gardens.

*"I like getting out and about, meeting new people, getting my hands dirty and helping others in the process"*

David – Gardening Volunteer



*"... can I say my very warmest thank you for this wonderful service ... it is difficult to believe I'm not dreaming!"*

Miss T – Client

The popularity of this exciting and innovative service means that we carry forward a healthy waiting list into the next year.



This year our service undertook...

35  
Garden  
blitzes

1,120  
Volunteer  
hours

93  
Client  
visits

43  
Onward  
referrals



# Charitable Trust



*"We are a small organisation, dependent on fundraising and donations, but we make a big difference to the most vulnerable local people in a straightforward practical way!"*

Gil Gray – Chair



The Charitable Trust was established to offer a level of financial support to Care & Repair clients who struggle to find funds for necessary works which are not covered by a grant or other funds

**This year the Trust gave nearly £3,000 of awards ranging from £50 to £650**

In its Review of Care & Repair projects, the Scottish Government said about the Trust "works funded through the Trust would not take place if the Trust was not in operation ... it allows people to continue to live in their own home with an improved quality of life".

*"...couldn't have had the stairlift fitted without the contribution..."*

Mr B – Care & Repair Client

**This year our grant awards have gone towards helping pay for...**

Wet floor showers

Stairlifts

Damp treatment works

Door security



Income & Expenditure	£
For year ended 31 March 2013	
<b>Total Income</b>	<b>308,865</b>
<b>Expenditure</b>	
Staff costs	218,428
Admin & Management Services	13,224
Travel & Subsistence	20,636
Direct overheads	28,524
Indirect overheads	28,053
<b>Total Expenditure</b>	<b>308,865</b>

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Care & Repair East Lothian is part of East Lothian Housing Association Ltd  
Scottish Charity No SC028900

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