

# RIBBLE VALLEY BOROUGH COUNCIL REPORT TO HEALTH & HOUSING COMMITTEE

Agenda Item No. 10

meeting date: 21 JANUARY 2015  
title: HOME IMPROVEMENT AGENCY REPORT  
submitted by: MARSHAL SCOTT - CHIEF EXECUTIVE  
principal author: RACHAEL STOTT – HOUSING STRATEGY OFFICER

## 1 PURPOSE

- 1.1 To provide Committee with a progress report from Homewise, the home improvement agency commissioned to deliver the Integrated Home Improvement Service in Ribble Valley from June 2015.
- 1.2 Relevance to the Council's ambitions and priorities
  - Community Objectives – assist in meeting the housing needs in the borough.
  - Corporate Priorities - none
  - Other Considerations - none

## 2 BACKGROUND

- 2.1 Homewise were awarded the contract after bidding for the tender in a partnership with St Vincent's Homecare and Repair Services. Both organisations are not for profit and have over 40 years' collective experience of delivering the Home Improvement Agency handy person service by Lancashire County Council Supporting People and minor adaptations, and are accredited retailers via the service level agreement and contracts from Lancashire County Council and adult and community services.
- 2.2 Both have a highly trained and committed workforce and are qualified trusted assessors and all staff are dementia friends and dementia champions that have been DBS checked and trained in diversity, health and safety and safeguarding etc.
- 2.3 Hyndburn Homewise and St Vincent's Homecare and Repair successfully worked in partnership from 2009 to 2013 to deliver structural adaptations in Hyndburn and Ribble Valley. Both organisations share a similar culture and this led to the two organisations providing a bid for the opportunity to co-deliver the integrated home improvement service for Hyndburn, Ribble Valley and Rossendale.

### Outcomes to be focused on for this contract

- 2.4 In order to deliver, improve, maintain health and quality of life and independence, Homewise will focus on the delivery of the following core outcomes:
  - Property is safe and secure, risks are reduced.
  - Feeling safer, overcoming fear
  - Improved knowledge of local resources
  - Improve wellbeing

In addition, Homewise will identify achievement of the following outcomes for the appropriate areas of service provision:

- Improve mobility inside and outside of the home
- The person feels better able to cope
- They have improved social connections
- They have access to other local resources
- They are using local health and social care services appropriately
- Their family feel reassured

### Benefits of the Services

2.5 The benefits from delivering on these chosen outcomes will include a reduction in:

- Death from cold related conditions and falls
- Hospital and care admissions and readmissions
- Usage of primary care service
- Use of medication
- Health conditions triggered by excess cold
- Number of people in fuel poverty
- Targeting of vulnerable groups for crime resulting from our work in fitting security measures and tackling rogue traders

2.6 Appendix 1 - Monitoring information from work completed in Ribble Valley.

Appendix 2 - A normal day working in Ribble Valley.

Appendix 3 - Memory matters service.

Appendix 4 - Homewise Annual Report.

Appendix 5 - Free Maintenance Checks.

Appendix 6 - Recycling Disability Aids.

## 3 RISK ASSESSMENT

3.1 The approval of this report may have the following implications

- Resources – The service is funded through the Better Care Fund and a contribution from the Council of £5,350.
- Technical, Environmental and Legal – None
- Political - None
- Reputation – Homewise is an essential service for older and vulnerable households.
- Equality & Diversity – Homewise assist in our provision for vulnerable households in the borough.

4 **RECOMMENDED THAT COMMITTEE**

4.1 Accept the contents of the report.

RACHAEL STOTT  
HOUSING STRATEGY OFFICER

MARSHAL SCOTT  
CHIEF EXECUTIVE

BACKGROUND PAPERS

None.

For further information please ask for Rachael Stott, extension 4567.

REF: RS/EL/210116/H&H

**INTEGRATED HOME IMPROVEMENT SERVICES - MONITORING INFORMATION**

<b>DISTRICT - RIBBLE VALLEY</b>		
<b>Period June to November 2015</b>		
Number of Core Completed Jobs including Fundraising		21
Value of work		£4,391.00
Number of ongoing cases		20
Number of Handyperson jobs/Rep Off Homecare/Security		117
Value of work		£3,263.86
Free Handyperson jobs	40	
Subsidies Handyperson jobs	62	
Security		
Repair Officers - Homecare full costs	15	
Affordable Warmth	37	£1,580.00
Number of minor adaptations (non structural) completed (as listed below)		160
Value of work		£12,800.00
Joinery/Plumbing	24	
Grab rails	12	
Bannister rails	96	
Landing rails	24	
Wall to floor poles/floor to ceiling poles	4	
Number of minor adaptations (structural) completed (as listed below)		58
Value of work		£12,200.00
Steps	12	
Outside rails	45	
Widen Door way	1	
Number of Trusted Assessor HHA carried out		51

**PREVENTION/ADDITIONAL SERVICES AND SUPPORT**

Accident Prevention/Falls surveys/Security checks and measures installed - **Keeping people safe and secure**

Additional funded obtained - £2,500 awarded by CSP to make homes secure in rural areas

Affordable Warmth/Energy Efficiency - **reducing fuel poverty**  
Additional funding available via LCC Affordable Warmth funding

Benefit checks/fundraising for repairs/improvements - **enable people to continue to live independently in their own home**

**Recycling of Disability Aids - Keeping people safe at an affordable price****East Lancashire Service - See attached leaflet**

Items sold:

Hyndburn	285
Ribble Valley	12
Rossendale	26
Burnley	17
Pendle	3
other	18
	361

**Memory Matters - supporting people living with East Lancashire Service - Dementia and their carers****See attached report**

Cases dealt with

Hyndburn	86
Ribble Valley	27
Rossendale	8
Burnley	5
Pendle	18
other	1
	145

In addition in order to promote our services - **see list of presentation, exhibitions, drop in sessions etc, attended**

**CLIENTS COMMENTS:**

"..... was polite, patient, understanding and did an excellent job – Many Thanks"

"..... in the office was also very helpful and took into consideration our very specific need for appointment times"

"Very prompt, little waiting time. Good quality equipment and materials"

"Very efficient and tidy. Would recommend to anyone"

"A pleasure to have for a good job done\_

"Very satisfied, a very pleasant and skilled operative"

"Excellent tradesman, very professional, polite and gave an excellent service"

"The guy really good, first rate"

"Excellent work, very much appreciated"

"Every lady really helpful"

"Excellent service, thank you"

"Well done"

"Service always excellent and the workers most helpful"

"All very good"

## JUST A NORMAL DAY IN RIBBLE VALLEY

A 76 year old gentleman whose boiler had broken down, leaving him with no heating or hot water. The gentleman lives alone and suffers with high blood pressure, severe arthritis and diabetes. He is in receipt of Pension Credit, had little savings and was dreading having no heating during the colder months. Affordable Warmth funding was awarded and the new boiler replaced. In addition an application is being made for Attendance Allowance.

***Outcome: The gentleman is extremely happy and is able to remain warm and well in his home.***

Ribble Valley BC asked if we could find funding for a radiator for an 81 year old gentleman who had no heating in his bedroom. Due to his medical conditions he no longer sleeps in same bedroom as his wife, and was struggling to keep warm. The gentleman suffers with cancer of colon, aneurysm in his arteries, stents in his heart and is severely deaf. His wife who is 79 year old suffers with breast cancer, melanoma and recovering from a hip replacement. We managed to raise the required £300 and the new radiator was installed within 4 weeks.

***Outcome: The couple were extremely grateful for all our help, as they had been advised that there would be possibly no funding.***

A 74 year old lady who lives alone and suffers with arthritis, spondylitis, diabetes and thyroid problems, was referred by Ribble Valley Borough Council for an assessment to ensure she was warm and well in her own home. A carbon monoxide detector was supplied and fitted at the time of appointment and the assessment highlighted that there was damp in the property. The Technical Officer has produced a report on the repairs needed and quotes are being obtained with a view of the work being completed in the New Year. She had also been provided with an information pack outlining the support available to meet her future needs.

***Outcome: The lady now has knowledge and support of services that will enable her to continue to live in her own home.***

An 86 year old lady needed assistance regarding her roof as she had a leak. She had asked a local tradesmen who had told her she needed a new roof that would be very costly, she didn't know if she could trust what he had said. Our Technical Officer's assessment found that the problem was the gutter at the downspout which just needed checking to see if it was blocked with leaves. A tradesman cleaned the gutters at a cost of £40 which has solved the problem. The assessment has also recommended she replace the glass in her bay window and although she is not looking at carrying out the work at the moment, she is glad to know that we have trusted tradesmen that are monitored by the service.

***Outcome: The lady can now live independently and have essential repairs carried out on her home with a service she can trust.***



# Memory Matters



Free advice and support to help  
people throughout East Lancashire living  
with dementia stay safe in their home

Are you finding difficulty in managing day to day tasks due to memory issues? Do you have a family member or friend that your are concerned about because of their memory?

Small changes to your home make huge differences;



Brightly coloured grab rails

A good network of support is vital;



Befriending/sitting in service/social care package

Advice on grant funding for larger adaptations and housing options explored if needed;



Applying for funding for larger adaptations to aid independent living

Please phone or call in to arrange for a free assessment

Registered Address:  
Hyndburn Homewise, 2/4 Whalley Road, Accrington BB5 1AA  
THERE ARE NO COSTS FOR THIS SERVICE  
Contact: Lyndsay Wheatcroft/Anne Aspden  
Tel: 01254 232249 email: [info@homewiseonline.co.uk](mailto:info@homewiseonline.co.uk)





## Re-Use Not Refuse Recycling Project



Many people with dementia may not qualify for disability aids via the NHS Prescription Service so Homewise provides a Re-Use not Refuse Project to give people the choice of purchasing new or recycled aids. All products are cleaned and Inspected before being sold on for a fraction of the cost of new items



£55.00 RRP  
£5.00 Our  
Price



£62.40 RRP  
£8.00 Our  
Price



£54.00 RRP  
£5.00 Our  
Price



£48.00 RRP  
£10.00 Our  
Price

**H**omewise is at your service  
**O**ffering flexible sensitive options that  
**M**eet your needs, to  
**E**nhance independent living, by  
**W**orking with you to  
**I**mprove your quality of life by providing a  
**S**ervice you can trust and  
**E**ndeavouring always to give satisfaction

## JUST A NORMAL DAY

A gentleman in his 80's who suffers with dementia and severe walking difficulties. He struggled to carry cups and plates from room to room, after assessment he purchased a recycled kitchen trolley which not only helped him with his balance but enabled him to transfer food and warm drinks from room to room safely.

**Outcome: The gentleman is now living in a safe environment with reduced chance of falling.**



\*\*\*\*\*  
76 year old lady's home was cold and damp, because she had no heating, consequently £2,850 was raised from local and national charities to pay for a Central Heating system.

**Outcome: the lady is now living in a warm, damp free home.**

\*\*\*\*\*  
An OT referred a 76 year old gentleman for a level access shower as there is a long waiting list for DFG's. 9 charities were approached and 6 contributed £3,009 to pay for the work.

**Outcome: This gentleman can now have a shower independently**

\*\*\*\*\*  
We were approached by the daughter of an 82 year old lady, as she was having problems with the installation of a level access shower and had been quoted £3,714.43 which did not include labour. Since paying the deposit the company had delayed the start date three times. We supported the lady to write to the contractor explaining that they were in Breach of Contract and negotiated a refund of 80% of the deposit. This lady had not been able to have a shower independently for six months. Homewise arranged for the work to be completed at a cost of £4324.30.

**Outcome: This lady can now have a shower and saved over £2000.00 on the cost of the work.**

\*\*\*\*\*  
Environmental Health referred a 72 year old gentleman who has severe arthritis and asthma and is living in a very cold house causing further health issues. He had one gas fire in his living room and the boiler had been condemned. An Eco grant and further monies were raised to provide and install a full central heating system.

**Outcome: The gentleman is now living in a warm and energy efficient property that has had a positive impact on his health and well-being.**

\*\*\*\*\*  
An 86 year old lady phoned in tears, her boiler had broken down and she was left with no hot water or central heating. The property was open plan and she was sitting very close to the gas fire, wrapped in blankets to keep warm. An emergency winter pack (including a fire) was provided, unfortunately the boiler was too old to repair and a replacement was needed. Subsequent funding was agreed and the work was carried out the next day.

**Outcome: The lady now has peace of mind and is living in a warm environment; the boiler is more energy efficient and is saving her money.**

\*\*\*\*\*  
The daughter of an 82 year old lady contacted Homewise as she was concerned over the quote of £4,800 for her mother's bathroom refurbishments. Subsequently we obtained a quote for £3,300 which was agreed and all work completed to her satisfaction.

**Outcome: The lady saved £1500.00 and had the confidence of knowing that she was employing a reputable company to complete the works for her.**

\*\*\*\*\*  
A single mother with two small children had been without heating or hot water for a few days and couldn't afford the repairs. Homewise arranged for a plumber to call the same day and carried out the repairs at a cost of £220.80 which Homewise fundraised for.

**Outcome: the children can now have hot baths and the family home is warm.**

\*\*\*\*\*  
An 85 year old lady's boiler had stopped working completely, she had no hot water and was struggling to keep warm, wash and generally do household tasks e.g. washing up. She is in receipt of Pension Credit and has limited savings, it was therefore agreed to grant £500 towards the cost of £1,475 for the replacement boiler.

**Outcome: Reduced the chances of hospital admission and health problems was in place the next day.**

LOOK AFTER YOUR HOME & IT WILL LOOK AFTER YOU



## APPENDIX 4



# ANNUAL REPORT 2013-2014

## LOOK AFTER YOUR HOME AND IT WILL LOOK AFTER YOU



HOMEWISE - HELPING YOU TO CARE FOR YOUR HOME

**"A safe, warm, well maintained home is the foundation of health and well-being"**

2/4 Whalley Road, Accrington BB5 1AA

Tel: 01254 232249

Industrial and Provident Society with Charitable Status Reg. 27708R

اگر آپ کو ہوم وائز سروس کے بارے میں اردو زبان میں مزید معلومات درکار ہوں تو شوکت علی سے ایڈوائزری سنٹر میں اس نمبر (01245-380144) پر رابطہ کریں



## CHAIRMAN'S REPORT 2014

As the cuts in public services continue to bite, Homewise are working hard with clients to ensure that their homes are well-maintained and provide a comfortable environment in which to live.

Home is our sanctuary and it needs to be warm, safe and secure so Homewise's services have never been needed more than at this time.

Our staff have years of experience of helping people to solve their housing problems from a small handyman job to a large adaptation. We can provide information and practical support on everything from fitting a curtain rail to moving to a more suitable property or adapting the one you live in.

Our Independent Living Centre is staffed by Trusted Assessors who can advise on essential daily living aids and our newly opened Re-use not Refuse project sells sanitised, reconditioned, nearly new aids so you have a choice of buying new or recycled.

I would like to express my appreciation of the staff at Homewise who once more have worked hard and effectively to ensure Homewise is at the centre of the support for the people of Hyndburn.

Chairman.

**Bernard Holden MBE JP Chairman**



## Equal Opportunities Policy

Homewise recognises that this country is a diverse society and believes that no person or group should suffer discrimination on the grounds of ethnic origin, religious beliefs, gender, disability, age, sexual orientation, marital status or low income and actively works to ensure that all information, advice and assistance is available to everyone.

پالیسی برائے مساوی حقوق

ہم ہائیر اس بات پر یقین رکھتے ہیں کہ ہر ایک شخص کو ایک محفوظ، مکمل اور مذہب کے لوگوں کے لئے مربوط ہے۔ ہم اپنا تمام وقت اور وسائل اس بات کو یقینی بنانے کے لئے کوشاں ہیں کہ ہر ایک شخص کو اپنا کھانسی کی طبیعت، نذاری، معذوری، عمر، جنس یا آمدنی کی بنیاد پر ان کے ساتھ فرسوائی، ہذا نذاری کا پابندی ہے، اور ہم اپنا پوری وقت کرتے ہیں کہ ہر شخص کی معلومات، مشورہ اور مدد کے لئے کھلا رہا جائے۔ ہر شخص کی معلومات کے لئے پیشکش نمبر 01284 232249 پر رابطہ کریں۔

## Homewise is registered as an Industrial and Provident Society with Charitable Status and governed by volunteers

- Bernard Holden (Chair)
- Mohammed Abid (Vice Chair)
- David Duckworth (Treasurer)
- Pat McGrath
- Eileen Booth
- Dorothy Wheatcroft
- Dorothy Westell
- Councillor Pam Barton
- Councillor Paul Cox
- Councillor Marlene Haworth



## Focus Group: Your views are important to us.

Homewise supports a local focus group of clients who have used and still use our services.

Clients' views are essential in ensuring we provide the services that meet their needs.

We offer a wide range of choices in service delivery to meet individual needs and would like to know if we can improve any aspect of our service or the choices we offer.

New members are always welcome, meetings are informal and held quarterly,

please ask for details.

## Dedicated/experienced staff team - Here to help.

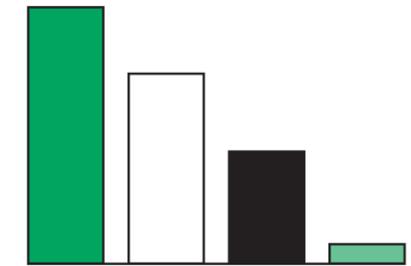
- Sue Sinclair – Manager
- Carole Perkin – Service Manager
- Lyndsay McGrath – Case Worker
- Tracie Hamilton – Case Worker
- Sandra Ward – Monitoring & Administration Officer
- Paige Conlon – Business/Admin Apprentice
- Keith Nolan – Adaptation & Repair Officer
- David Aspin – Adaptation & Repair Officer
- Tony Westwell - Repair Officer
- Allan Perkin – Recycling Development Assistant



## BEST VALUE - COST EFFECTIVE SERVICES

Performance Indicators and Targets

Item to be measured	Yearly Target	Achieved
No. of Enquiries	2500	3248
No. of clients assisted with work	1000	2439
Value of work completed	£500,000.00	£399,467.61
Time from enquiry to first action	1 week	0.02 weeks
Average No. weeks to completion Minor Works	8 weeks	1.93 weeks
Average No. weeks to completion Major Works	20 weeks	18.6 weeks
No. of Repair Officers jobs	1500	1861
Average No. days for aids and adaptations	30 days	12.6 days
Average No. of days for small repairs	30 days	27 days
No. of Maintenance Surveys	30	27
Energy Efficiency referrals/surveys	100	172
% of clients who continue to live independently	70%	97%
Percentage of BME Clients	3%	2.88%
Percentage of Elderly Clients	60%	77.86%
Percentage of clients disabled	30%	75.85%



## COST OF SERVICE

- Core Service £101,984.26
- Aids & Adaptations £92,632.44
- Independent Living £81,555.78
- Security £2,912.44

## Grateful thanks to all our funders and partners - "We couldn't do it without you":

Hyndburn Borough Council, Lancashire County Council Supporting People and Social Services, Hyndburn Homes, Big Lottery Awards for all, Prospects/EnergieKontor, Lancashire Police Authority, Lancashire Fire & Rescue Service, HARV, Victim Support, Help Direct, Energy Efficiency Installers, Maundy Relief, Age UK, CAB, Crossroads, Carer's Link, Community Solutions, Royal British Legion and charities: The Act Foundation, Printing Charity, BCOP, Barchester Health. Helping Hands, NHS Pensioner Trust, B & C Benefits Scheme, Retail Trust, Talisman Charitable Trust, Footwear Friends, Margaret's Fund, Hospitality Action, AFTAID, The Drinks Benevolent, Independence at Home, Junius S. Morgan Benevolent, ABTA, Grocery Aid, EEIBA, Paper Industry Charitable Trust, Ruby & Will George Trust, National Benevolent Charity, Army Benevolent Fund, Foundations Independent Living Trust and many others who don't wish to be named, **not least an extra special thanks to the many clients who have given donations and to everyone who has helped and encouraged our work during the year; although you may not be named specifically we hope you will still know how greatly we value your support.**

## IF YOU ARE TALKING TO HOMEWISE – WE'RE LISTENING TO YOU!

### MAINTAINING HIGH QUALITY SERVICES:

#### MAINTAINING CLIENT SATISFACTION

Client satisfaction is very important to us, with all aspects of our service being monitored for quality.

This is measured in a variety of ways from client satisfaction questionnaires, follow up phone calls and technical officer's inspections.

During the year I am proud to report that 88.12% of our clients have responded, of which 99.8% felt that our service was either excellent (97.67%) or very good (2.1%) and 0.2% felt the service was good, which is overwhelmingly positive, confirming how much they value the service. We have had no complaints during the year.

### Homewise is committed to providing high quality services and our greatest asset is our staff.

Homewise was assessed in December 2013 and has successfully maintained the Investor in People standard (since 1998). The assessor commented "this was an excellent performance (yet again!) against a rigorous nationally recognized business improvement framework. The organisation is very effectively led and managed. High quality services are designed, planned and carried out for the benefit of clients. Services provided really do make a difference to the lives of individuals and also have a wider social impact which benefits the whole community. Despite the prevailing economic environment over the last 3 years the organisation has through sheer determination and steel not only managed to survive and hold its own in what is a competitive environment despite challenges to its primary contract and funding stream but has also created and experienced growth in its service offer"

In addition Homewise was selected as a winner by Lancashire Trading Standards – Safe Trader Awards 2013 which recognised our business in terms of regularly collecting feedback from customers with consistently high ratings.

### Manager's Report:

It has been a very busy and challenging year; adapting to all the cuts in funding and changes around us, continuing to maintain a high quality of service at the same time always looking at ways to develop and improve the services we provide to meet our clients changing needs.

As we get older the condition of our home becomes increasingly important to our health. More than half a million people aged over 65 are admitted to hospital with potentially avoidable conditions e.g. fractures, respiratory infections, many of which would be avoided through housing related improvements and better care at home.

If as planned in the vision for health and care services "Everyone has a bed – it is in their own home", then the importance of maintaining your home has never been more vital.

Hyndburn was successful for a 3rd year in securing funding to provide the much needed scheme: "Keep Warm and Keep Safe this Winter in Hyndburn". The Affordable Warmth project was another huge success and in partnership with the Community and Voluntary sector for the £30,000 awarded, 1,769 people were provided with assistance in addition to a further 10,700 people who were supported to a value of £395,325.49 of extra services, benefits and support e.g. **For every £1 the Community & Voluntary Sector provided an additional £13.17**

My friendly, caring and professional staff are experts in providing help, advice and practical solutions to problems however great or small and I am very proud of their dedication and commitment to go the extra mile every day to meet the needs of our clients.

### Looking to the future:

With more challenges ahead, we need to look at new ways of working, to maximise limited resources and continue to find ways of meeting the needs that are not being met by all the massive public sector cuts.

Alzheimers Society "found that people with dementia and carers greatly value living in their own home but many are not receiving the support and care needed"

Hot off the press: Homewise has been awarded funding from East Lancashire Clinical Commissioning Group to provide "Memory Matters" – a project which will provide help and practical advice to people living with dementia and their carers over a 12 month period.

Grateful thanks to my fantastic staff who make it all happen and Members of the Management Committee and Focus Group for their support and guidance.  
Best Wishes

Sue

### If you're talking to Homewise we're listening to you!!

What clients are saying about us:

"Thank you for your promptness and for the politeness of the lady on the phone and the young man who did the work".

" I really appreciate this service because I could never do these jobs on my own and I feel I can trust the people who come".

"The tradesman I used sorted out my problems and their work was excellent.

I was most grateful to you all"

"Super job, always turn up trumps when I use Homewise"

"Brilliant job, excellent advice, made my day"

"Fantastic service always there to help"

"Will use again very happy with the result"

"Very pleased with the entire service"

"Many thanks for a wonderful service!"

"Excellent and courteous service"

"Fabulous service, long may it continue"

### LOOK AFTER YOUR HOME & IT WILL LOOK AFTER YOU

## HOMEWISER HERE TO HELP

Homewise is a non profit making organisation registered with the Industrial & Provident Society with Charitable Status and services the whole community of Hyndburn by providing a comprehensive impartial help, advice and support service that deals with all aspects of home improvements, adaptations, repairs and maintenance works with additional support for older and disabled people.

### Homewise continues to provide services you can trust and that meet clients needs.

- DISCUSS** in detail the works required and agree the best course of action
- HELP** to identify what improvements, repairs, adaptations or maintenance works required.
- PROVIDE** lists of local reputable tradesmen who have been recommend by local people
- ADVISE** on financial options available to fund the work
- MAXIMISE** income through benefit checks, energy efficiency advice/referrals and charitable sources
- ARRANGE** for tradesmen to provide competitive quotations and carry out the work
- OFFER** a handyperson service for small essential DIY repairs for over 60s
- ASSIST** older and disabled clients achieve successful adaptations to their home
- MAKE** homes safe and secure to aid independent living
- GIVE** help and support throughout the work
- ENSURE** clients are totally happy with the work before payment is made



**ALL NEGOTIATIONS CAN BE CARRIED OUT WITH OUR INVOLVEMENT SO CLIENTS NEED NEVER FEEL ON THEIR OWN**

#### Re Use of

#### Equipment

#### Can help

#### You to stay

#### Comfortable/safe when

#### Living

#### In your home and reduce the

#### Need to worry

#### Guidance and information available on request

Re-Use not Refuse, based in Unit 21 Arndale Centre We recycle disability aids no longer needed, they are cleaned and checked and made available at a fraction of the retail costs. Due to the generosity of people we have large stock levels and wish to ensure that people who have to pay for their disability aids have a choice of purchasing new or good as new!!



### HOMES ARE FUNDAMENTAL TO HEALTH, WELL BEING AND QUALITY OF LIFE

Housing conditions have a link to a wide range of common chronic health conditions, including respiratory illnesses, stroke, heart disease and depression; they also impact on risk of injury and accidents particularly falls, amongst older people.

**"The simple aspiration of the majority of older people is to live safely and well at home"**

#### Why Homewise is so important and needed?

- 90% of older people live in general housing
- 75% of older people are home owners
- People over 65 spend over 80% of their time at home
- Depression affects 22% of men and 28% of women aged 65 or over
- Over 750,000 older people need adapted housing because of a medical condition or disability
- Over the next 20 years the number of people aged 85 and over is expected to increase by 106%
- By 2030 the number of older people with care needs is predicted to rise by 61%
- By 2032 more than 40% of households are expected to be people living on their own
- The number of people living with dementia is due to more than double over the next 30 years
- 1 in 3 people over 65 and 1 in 2 over 80, fall each year and 1 in 5 die as a result of a hip fracture
- **The NHS spend £600 million treating people every year because of poor housing**

#### What makes a good home in later life?

**Location** – proximity to family, friends, social opportunities, public transport, GP/health facility, library, shops and good neighbours

**Design** – warm with affordable heating, safe, secure, adaptable/adapted with space for belongings and to socialise, for family, privacy "my own front door"

#### Main reported housing difficulties:

**Cold** – cost of heating is greatest worry "my home is damp & cold"

**Repairs** – "my biggest worry is repairs and maintenance"

**Adaptations** – "I have mobility difficulties... steps to kitchen and bathroom means I need help... ramps would make all the difference".

### LOOK AFTER YOUR HOME & IT WILL LOOK AFTER YOU



A Technical officer will visit your home to advise on repairs/improvements including providing written reports and guidance.



Help advice and support on all aspects of property repairs, improvements, aids/adaptations and maintenance.

## Homewise Helping you to live independently in a safe, secure and warm home



Practical help, advice and support to ensure any adaptations carried out will enable clients to live safely and independently.



Advice on grants and subsidies available to keep homes warm and energy efficient.



Competitive quotes for most joinery works carried out by time served joiners.



Up to one hour to carry out small essential repairs to your home. There is a small charge of £10.00 plus materials.

**HOMEWISE  
OFFERS  
MORE  
EXPERTISE  
WITH  
INNOVATIVE  
SERVICES  
EVERYTIME**



**HOMEWISE  
OFFERS  
MORE  
EXPERTISE  
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SERVICES  
EVERYTIME**



Offering clients a package of services allowing them to make the right choice about accommodation that suits their needs.



Giving clients who have to pay for disability equipment a choice of purchasing reconditioned items.

## Homewise Helping you to care for your home



Working in partnership with Trading Standards we have lists of reputable tradesmen recommended by local people, constantly monitored for quality and client satisfaction.



Lancashire Constabulary trained staff provide crime prevention advice and install security measures e.g. door alarms, window locks, etc.



Approaching alternative funding organisations for people in need.



Understanding the need to adapt homes so that people living with dementia can do so in a safe, secure environment.



Lancashire County Council Accredited Retailer and NHS Prescription Providers with staff who are trained Trusted Assessors to ensure clients buy products suitable for their needs.



## PRESS RELEASE

Winter is an ideal time to make sure your home is warm and weatherproof.

Homewise can help by offering a FREE maintenance check on your property which will detail any necessary repairs together with approximate costings.

In addition, we can advise on measures to improve the energy efficiency of your home as well as assisting you to access grants and subsidies towards the cost – measures include improving insulation, draughtproofing, central heating and associated water heating for the first time and replacement of defective boilers.

Homewise is an independent Home Improvement Agency which provides a comprehensive, impartial help and advice service on all aspects of home improvements, adaptations, repairs and maintenance with particular emphasis on older, disabled and/or disadvantaged people.

### To apply

Contact **Homewise** on **01254 232249**, email [info@homewiseonline.co.uk](mailto:info@homewiseonline.co.uk) or call in to our offices at 2-4 Whalley Road, Accrington.

UNIT 3 ALLIED HOUSE  
BURNLEY ROAD  
CLAYTON LE MOORS  
BB5 5TW

Tel: 01254 232249

Email: [info@homewiseline.co.uk](mailto:info@homewiseline.co.uk)

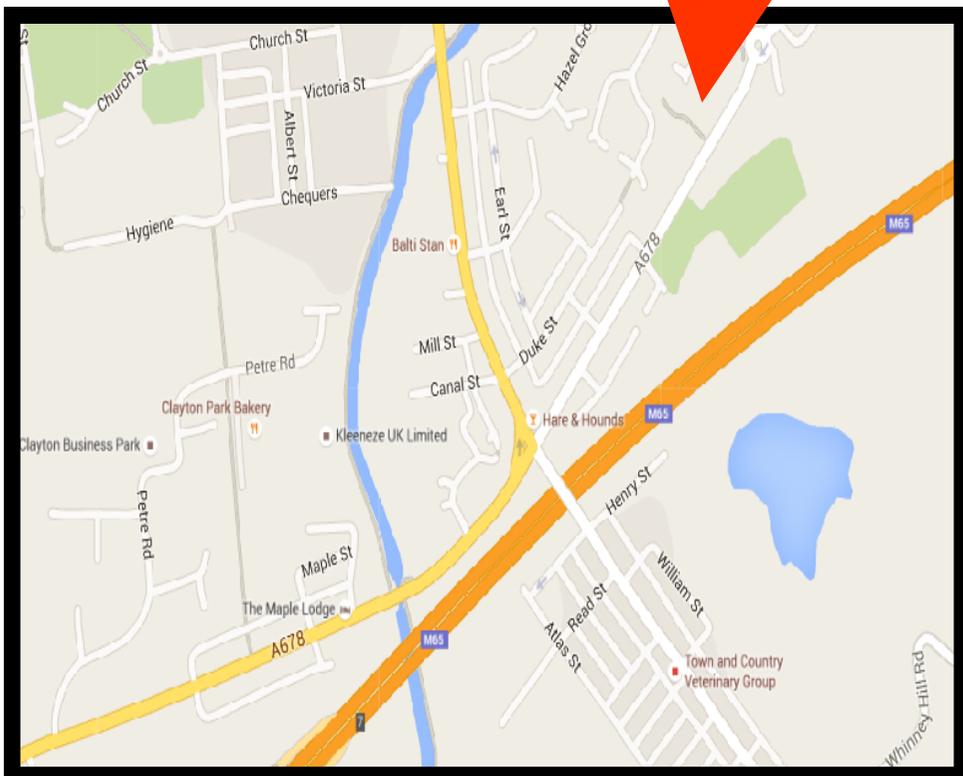


**HOMEWIS**  
DISABILITY AIDS  
RECYCLING CENTRE



**WE  
ARE  
HERE**

Re Use of  
Equipment  
Can help  
You to stay  
Comfortable and safe when  
Living  
In your home and reduce the  
Need to worry.  
Guidance and information  
available on request



Your local Recycling Centre providing daily  
living aids to help you to remain living in  
your own home safely and independently



SUPPORTED

BY

**NHS**  
East Lancashire  
Clinical Commissioning Group  
Led by clinicians, accountable to local people

# Independent Living Aids

## Recycling Centre

We recycle small aids no longer needed, in order to give those people who have to pay for their equipment a choice of purchasing reconditioned items. All products are cleaned and checked before being sold on for a fraction of the cost of new items. All our recycled products are sold by trained trusted assessors who make sure that the customer is buying the right product for the right need.

### Bathroom Aids



Toilet Seat with Frame

New £60.00

Nearly New £10.00



Toilet Frame

New £60.50

Nearly New £10.00



Bathboard

New £37.40

Nearly New £10.00



Bath Step

New £55.00

Nearly New £5.00



Raised Toilet Seat

New £18.70

Nearly New £5.00



Shower Chair

New £135.00

Nearly New £20.00



Round Shower Stool

New £32.00

Nearly New £10.00



Shower Bench

New £30.80

Nearly New £15.00

### Mobility Aids



Trolley

New £83.99

Nearly New £15.00



Glide about Commode

New £ 140.00

Nearly New £25.00



Tri-walker

New £ 45.00

Nearly New £20.00



Rollator

New £95.00

Nearly New £30.00



Walking sticks

New £9.99 and more

Nearly New £5.00



Crutches

New £24.99

Nearly New £8.00



Walking Frame

New £55.00

Nearly New £5.00

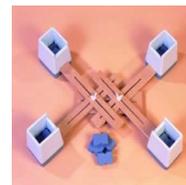


Walking frame with arm rest

New £178.00

Nearly New £10.00

### Daily Living Aids



Chair Raisers

New £50.00

Nearly New £10.00



Perching Stool

New £45.60

Nearly New £5.00

We have many more products available please call in and ask staff for information