



Organisation 2018/19

Ruth Cornelissen
Chief Executive

Zulfi Ali
Senior Technical Officer

Peter Berry
Technical Officer

Michael Lasseter
Technical Officer

Angela Wade
Finance & Facilities Manager

Alan Schofield
I.T. & Facilities Support Officer

Lynda Robinson
Finance Data Input Assistant:

Sheila Whitehead
Finance Officer

Veronica Evans
Business Development Manager

Dean Butcher
Marketing & Development
Officer

Vicky Newton
Provider Monitoring & Web
Communication Officer

Amina Manduri
Customer Service Administrator

Sharon Brooks
Service Delivery Manager

Ravinder Kaur
Samina Akhtar

Abul Kalam
Support Workers

Rozina Razak
Senior Customer Service
Administrator

Josh Lucas,
Marilyn Lee,
Gurmeet Suwali,
Sarah Baxter
Customer Service
Administrators

Shavina Gurung
Healthy Lives Healthy Homes
Support Worker

Board of Trustees
Janice Haigh
Chairman

Rosie Hardy
Vice Chairman

Stuart Marquis
Secretary

Jeremy Cross
Treasurer

Trustees
Mike Rose
Susan Clamp
Corrina Lawrence
John Welham
Andrea Tait

Observer
Ruth Whittaker

**Trustee resignations during
the year**
Christine Macniven
Karen Cruise
Karen Jones

Hilary Benn M.P.
Patron

Volunteers
Mike Rose
Lewis Brown

**MSc Occupational Therapy
Role Emerging Students,
Leeds Beckett University**
Nichole Yam
Sophie Deakin

Banker and Auditor

The organisation banks with Unity Trust Bank, Four Brindley Place, Birmingham B1 2JB and Yorkshire Bank, 94 Albion Street, Leeds LS1 6AD.

The auditor is Garbutt & Elliott LLP, 33 Park Place, Leeds LS1 2RY.

THANK YOU Leeds City Council departments - Health & Housing, Adults & Health, Children's Services, Housing Leeds, Sustainable Energy & Air Quality Team; Leeds Clinical Commissioning Group; Age UK Leeds; Groundwork NEWY; Feel Good Factor; Leeds Black Elders; Carers Leeds; St Gemma's Hospice; Wheatfields Hospice; Forum Central; Leeds Neighbourhood Networks; William Merritt Centre; Leeds Beckett University; Care & Repair England, Foundations, Foundations Independent Living Trust, Gas Safe Charity; and to ALL our contractors.

The organisation is the Home Improvement Agency for Leeds and is a Registered Society (Number 25858R), with charitable status.

Care & Repair Leeds, 323 Roundhay Road, Leeds LS8 4HT.



ANNUAL REPORT 2018-2019

*At Care & Repair we aim
to give the choice of living
independently to everyone*



Chairman's Report 2019

During the past year, Care & Repair has achieved a great deal.

Leeds City Council awarded us the contract for the Home Independence & Warmth service, which was launched on the 1st October, 2018. This is operated in partnership with Age UK Leeds and Groundwork, and is delivered under the brand of "Home Plus Leeds".

This has made us recognise the strength and added value of working in partnership, and we entered into a collaboration with Age UK, Carers Leeds, St. Gemma's Hospice, and Wheatfields Hospice to form Leeds Oak Alliance. This responds to Leeds priority strategy to support people living with frailty and those at the end of life.

Alongside these partnerships, our Technical Department is going from strength to strength.

Through a Memorandum of Understanding with the Council, a service is provided for Leeds Council tenants requiring large-scale adaptations. This is in addition to expanding our services to private clients.

Leeds City Council decided to take in-house the Leeds Directory service, which had been successfully operated by Care & Repair since its inception. This decision was made to ensure that the Council is meeting the Care Act requirements to provide comprehensive local information and advice, about care and support services in the best possible way. This move happened when our contract ended at the end of March, 2019, and five members of staff were TUPE transferred to the Council.

Finally, in partnership with Leeds University, we provided Role Emerging Placements for two Occupational Therapy students, who worked with us to design and produce a "Living Well with Dementia Guide" for professionals, carers, and family members. This has been accepted as a good practice guide and a useful resource to build on our work to ensure people living with dementia are living in a safe home environment.

All this can only be achieved thanks to the hard work and dedication of all the staff, the Officers and Trustees, and the volunteers of our wonderful organisation. My deepest thanks to you all.

Janice N. Haigh
Chairman, Care & Repair Leeds

Adaptations Case Study:

Nuala-Ann Cook



Nuala was 3yrs old when her case was referred to us. Nuala has 18P deletion syndrome which causes a number of conditions including severe visual impairment, scoliosis, seizures, global development delay, and doctors had advised that she would probably never walk.

Nuala lives with her mum, who suffers with rheumatoid arthritis and her dad, who is a wheelchair user, and as her mum struggled to carry Nuala up and down stairs, she spent most of her day upstairs. The family were referred to the Council's Child Health & Disability team for assessment. An outline proposal was agreed and the scheme was referred through to Care & Repair to work with the family to manage the recommended adaptations.

The plans were drawn up, planning and building regulations approvals gained, and the scheme was tendered to contractors on our Approved list. A Technical Officer managed the works and supported the family, ensuring they were kept fully informed.

The family home has been adapted to include a safe play area with soft tarmac and secure fencing, a wet room with specialised Kiva bath, stretcher and hoist, a hoist in the living room and Nuala's bedroom, an internal through floor lift, and alterations were made to Nuala's and her parents bedrooms.

Nuala's parents said "the adaptations have changed our lives, improving the living conditions for the whole family, providing open space for care, learning and play for Nuala". Dad is able to get more involved in Nuala's care, the family can eat together around the dining table, Nuala's personal development has increased, with physio made easier through play, increasing her self-confidence and interactions with others.

After the family were told Nuala may never walk.....she has now taken her first steps, 'a small miracle'.

Launch of Home Plus Leeds

Care & Repair were awarded the Leeds City Council Home Independence & Warmth contract, now branded as Home Plus Leeds, a partnership with Age UK Leeds and Groundwork NEWY. The new service was launched on 1st October 2018 and aims to help people live safely and independently in their own homes by addressing risks to health such as falls and lack of adequate heating.

This service replaced the Warmth for Wellbeing service and the Minor Adaptations & Repairs service that ended in September 2018.

A celebratory event to mark the launch of the new service was held in December. Lucy Jackson, Chief Officer, Leeds City Council Adults and Health Directorate said:

'Housing is one of our 6 priorities in the city as part of Age friendly Leeds, with the aim to make Leeds the best city to grown old in. Older people have told us it's really important they have the support they need to live independently and well in their own homes.'

The new Home Plus service is a real asset in the city to support this ambition, and we are really pleased it will be delivered by a strong partnership of Care and Repair, Groundwork and Age UK Leeds with a focus on preventing falls, providing affordable warmth provision, maximising benefit uptake and addressing inequalities in health'



Home Plus Leeds celebration event attended by staff and Trustees from Care & Repair Leeds, Age UK Leeds and Groundwork, and commissioners of the service from Leeds City Council and Leeds Clinical Commissioning Group.

"Due to Care & Repair being very helpful with my big problem, it has got my boiler working. I could not afford to pay for the boiler myself being on benefits and also very ill due to my mental health. Thank you so much and I now know if I have any problems I can rely on Care & Repair to help me and my family"

"From ringing for advice, to being referred, the service has been brilliant, so helpful and has ensured I can get home from hospital earlier than I thought I would"

"I feel able to be more independent and I feel safe in the shower. Just a great "Thank You", good workmanship and pleasant workers"

"This service is very good and important for older people. It improves their wellbeing, confidence and have a positive effect on general health and independence.!"

Achievements and Overview 2018-19

Enquiries during the year
8,477 Of these 7,588 were telephone calls and 889 visitors

Services to end September 2018 **

- ** **Warm Homes and Warmth for Wellbeing**
390 people benefited from improved and serviced heating systems, energy efficiency and insulation
- ** **Falls Prevention**
1,132 people received home assessments and improvements to reduce the risk of falling
- ** **Hospital Discharge**
501 minor adaptations completed to ensure that people could leave hospital as soon as possible
- Home Plus Leeds – New service launched October 2018**
1,027 received falls prevention interventions; 287 assisted to return home from hospital with minor adaptations; 417 received heating improvements, repairs and advice; 69 received assistance with repairs to reduce hazards; 345 assisted with advice and information; 165 referred on to other services.
- Disabled Adaptations**
88 completed, including extensions, in the homes of disabled adults and children
- Healthy Lives, Healthy Homes**
126 home assessments and necessary works to support people
- Leeds Directory**
119,772 visits to the website to find reliable and flexible services in Leeds. 2,328 phone calls were received to the helpline. 1,503 organisations are registered with the Leeds Directory. 219 were checked and vetted Green Tick providers. This service transferred to Leeds City Council at the end of March 2019.

Case Study:

Mr G contacted Care & Repair as he was having difficulty getting in and out of the bath. A Support Worker visited and fitted a bath step and seat, and arranged for 2 grab rails to be fitted over the bath, which Mrs G could hold on to, helping her to get in and out of the bath safely. Mrs G said that this had made such a difference as she was finding it much easier. A grab rail was also fitted to the external access door to enable Mr. and Mrs. G to get in and out safely without falling.

A Gas Safe contractor was asked to check the boiler, service the gas fire and fit a Carbon Monoxide alarm. The contractor emailed saying the boiler needed a repair, this was then authorised, and the boiler was promptly repaired.

A Green Doctor visited for energy advice and to discuss possible fuel switching as Mr. G was concerned that his fuel bills seemed to be getting quite high. Green Doctor were able to support him to change suppliers and save money on his fuel bills.

Mr G was struggling due to his health condition and, with Mr G's consent, the Support Worker made a referral to the Council's Welfare Rights Unit who arranged to visit to help with the application.

Some weeks later the Support Worker received a phone call from Mr. G to say his claim was successful and he had been awarded Attendance Allowance backdated to the day he had applied. Mr. G was highly delighted, he said he could now use this money towards taxi fares and to utilise it for any other help that he needed like gardening, which he was now struggling with, he was so grateful.

Mr. G said he had received so much help and was so happy with our service that he had passed our details on to a friend who subsequently contacted Care & Repair as he was in a similar situation.