



HOME PLUS (LEEDS)

making homes safe, suitable & warm

3 Year Report

1 Oct 2018 - 30 Sept 2021



Improving the health and wellbeing of older people, disabled people and people with a long-term health condition throughout Leeds

Working in partnership with:



Funded by



Care & Repair Leeds
Winners of
Foundations Home
improvement Agency
of the year 2020

Foreword



I have been CEO for Care & Repair Leeds since August 2021 and on joining the organisation after many years within the private sector, it quickly became apparent that I was joining a very special and unique environment; one that involved staff being truly immersed in and committed to the services that we deliver to our clients. I feel very honoured and privileged to be leading such an enthusiastic team and to be spearheading the Home Plus service in its 4th year.

Since our first 12 months report in 2019, the city and the country have experienced some truly exceptional and difficult challenges. No sooner had we understood and accepted the implications of Brexit, we were then plunged into the Covid pandemic, with its own very serious challenges to everyone's health and well-being and its impact on our very way of life.

The reaction of the team to the Covid crisis was inspiring to say the least. After a very short period of lock down, Home Plus staff and contractors were back out in the community, delivering the Home Plus service, with changes to process such as initial telephone assessments and effective use of PPE. They also supported our clients in terms of telephone calls to help to improve understanding of the Covid vaccination programme, even arranging for transport if clients were unable to reach their nearest vaccination centre.

The team recognised that whilst our clients were at particularly high risk of Covid, they were also most likely to suffer from the negative impacts of the lockdown, ie reduction in mobility, loneliness and impact on mental health. We have therefore continued to maintain contact with these clients, and they truly see us as a reliable and friendly voice at the end of the phone.

The wealth of experience and knowledge built up within Care and Repair, Age UK and the team at Groundwork NEWY will enable us to maintain the quality of our Homeplus services in the future whilst also expanding the client base across the city in a holistic and efficient way.

We are not sitting on our laurels and are constantly assessing how to do things better, faster, and how to reach more people who are desperately in need of help and support in their own home.

In terms of expansion of our services, we are very excited about our involvement in the new Place Based Fuel Poverty Scheme. This is due to commence in Spring 22 and will last for 12 months. It will provide support to existing and new Home Plus clients in terms of staying warm in their home and dealing with the extraordinary rise in the cost of fuel. We have created the process and are about to commence this crucial service in the next few weeks. We are determined to provide physical help, support and guidance to those clients who are in dire need at this difficult time.

As a final summary, I am truly proud of the results and impacts of the Home Plus scheme, it has and continues to make such a difference to many vulnerable people across the city and I feel honoured to be part of its past and look forward to being involved in its future.

Helen Beioley, CEO Care and Repair Leeds

Spotlight on Home Plus and Covid Challenges

The Covid-19 pandemic has presented opportunities to adapt the delivery of Home Plus Service across the partnership.

- We suspended home visits in March 2020; C&R Support Workers moved to telephone assessments, encouraging clients to take photos of the problems they are experiencing enabling contractors who worked throughout the Lockdowns to carry out essential installations.
- Set up an 'RuOK' call service, contacting past clients with underlying health conditions, living alone and aged 70yrs+ to identify support needs, food shopping, medication deliveries, referral to a befriending service, our own services, etc. Over 1200 clients were contacted and many referred for support.
- Identified that some people were struggling with fuel payment issues, particularly where they had top up meters and were shielding so couldn't make payments. With approval from Home Plus commissioners, we set aside funding from our small measures budget to assist with emergency fuel payments. Green Doctor our partners were instrumental in ensuring these were provided to those most vulnerable and in need.
- Completed the NHS Data Security & Protection Toolkit to get a secure NHS email address. This has been beneficial for receiving electronic referrals for Home Plus from hospitals and health professionals.
- C&R Support workers resumed face to face visiting in September 2020 once PPE supplies became available through our Leeds City Council links. Green Doctor and Age UK teams soon followed with home visits to our clients some of whom were clinically extremely vulnerable and still shielding.
- As other statutory services began to emerge and offer face to face services including OTs and Physios the uptake of Home Plus services increased. The national vaccination programme played a key role in restoring confidence for both staff and clients.

Service-wide

Number KPIs

	3yr Total
Number assisted to return home from hospital	2,158
No. of households assisted to reduce fuel poverty through visits (900)	2,650
No. of households with at least one cold related illness assisted with heating interventions (350)	768
falls Prevention	7,377
Mobility-related	6,395
Temperature-related	982
Carbon savings (kg)	344,500 Kg CO ₂ e

*Due to the dedication of the staff and contractors who continued to work during Covid 19 and lockdown, we were able to support **2,158** people to return home from hospital. **2,650** people were supported with fuel poverty issues ranging from help with fuel switching to repairs and servicing of heating appliances.*

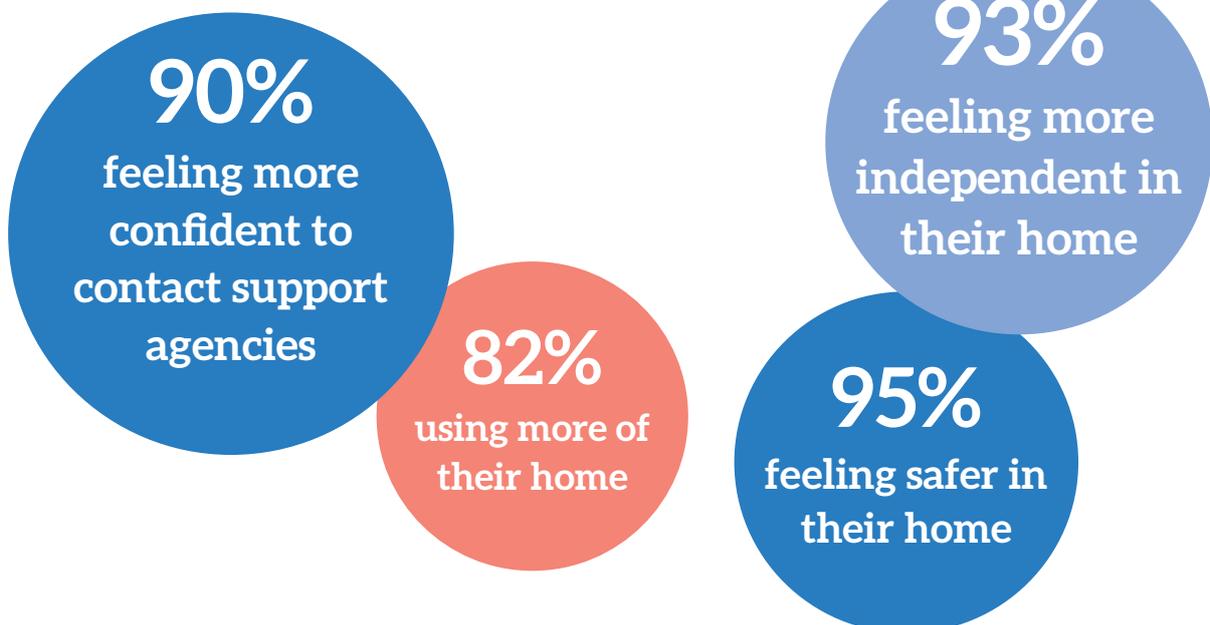
Activity

	3yr Total
* No. of re-presentations and re-visits	1,788
No. of home assessments, by type	
<i>Falls Prevention</i>	886
** <i>Hazard repairs</i>	21
Warmth & Energy Efficiency	937
Spend per household	
No. of interventions per household	
<i>1 Job</i>	9,493
<i>2 Jobs</i>	2,203
<i>3 Jobs</i>	502
<i>More than 3 jobs</i>	113

***This figure represents client who have had a home assessment for hazard repairs only.*

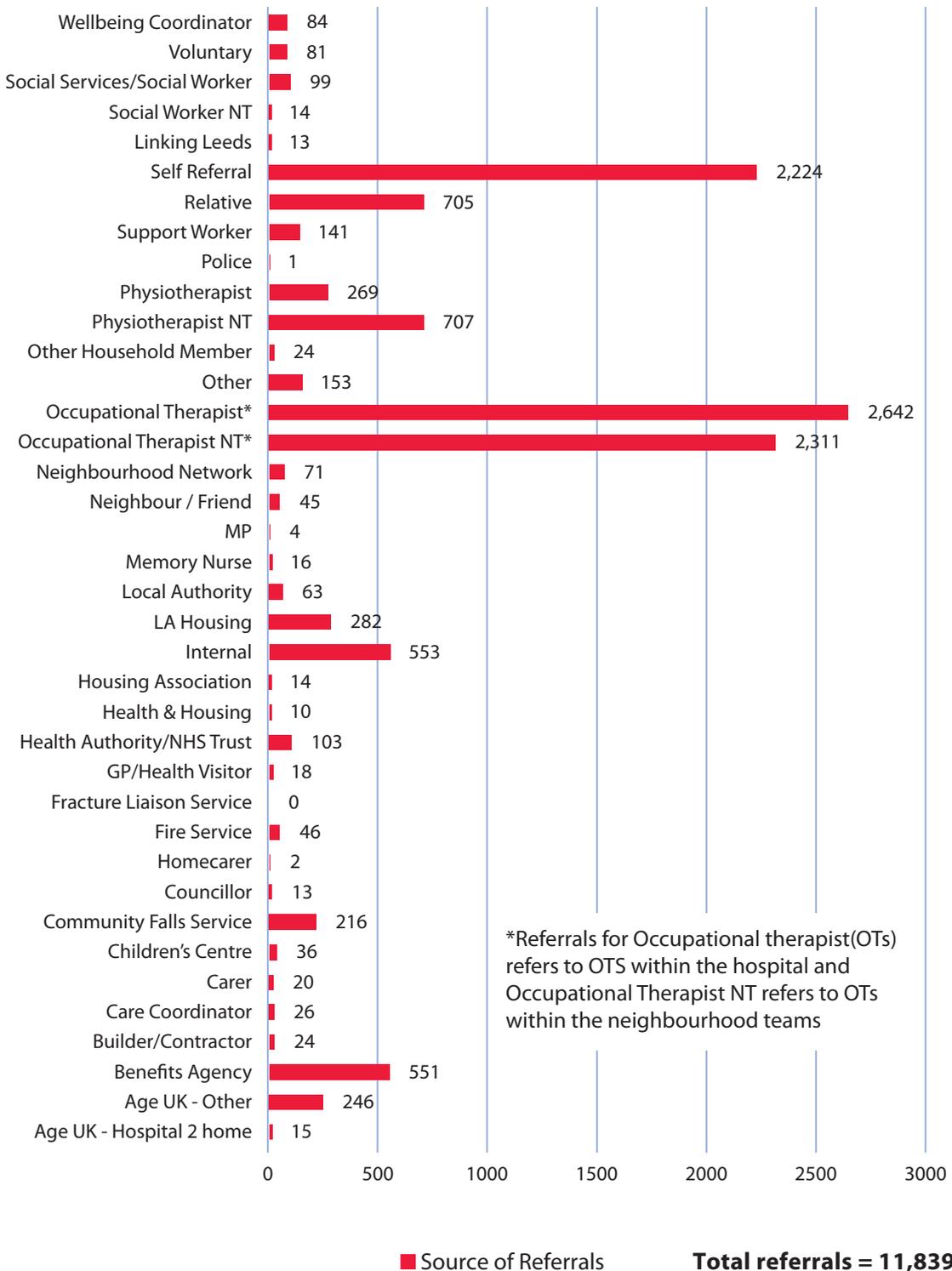
**The figures for re-presentations and revisits increased, due to the reduction in home assessments at the time of the Covid restrictions. Staff conducted more telephone assessments, which limited the opportunity to identify hazards and repairs within the home.*

Client Outcomes



Referrals

Source of Referrals



Since the start of Home Plus, Occupational Therapists have remained the highest referrers into the service, representing our continuing, robust relationship with the Neighbourhood Teams and Hospital based OT's. Over the last 3 years we have focussed on areas and organisations where referrals are lower. We have been able to demonstrate increased referrals from partners such as Linking Leeds.

Iain Anderson
(Chief Executive, Age UK Leeds)

Being part of Home Plus service (in partnership with Care & Repair and Groundwork NEWY) has continued to be directly beneficial to Age UK Leeds by both increasing the portfolio of services that we are able to provide to people in their own homes and by working in partnership, extending the range of supportive interventions that we can access that have a tangible positive impact on the older people of Leeds.

Over the past year during which the on-going impact of the Coronavirus pandemic have been most severely felt by the people and communities that the Home Plus service has been established to support. Whilst working within the restrictions introduced as a consequence of COVID have presented challenges it is gratifying to know that services have been maintained across the partnership throughout what have been unprecedented times.

Access to the Information and Advice service delivered by Age UK Leeds incorporated within Home Plus has proven to be particularly beneficial. Although offering the range of direct support that we would normally expect to provide has been affected by restrictions on home visiting imposed during the height of the pandemic, our support worker was able to provide continued support over the telephone and was happily able to resume face to face contact as soon as it was assessed as safe to do so.

At a strategic level the partnership has continued to work positively and productively with strong relationships maintained at a senior management level across the three organisations. The Home Plus Steering group has benefitted from having representation from the Age UK Leeds Older Peoples Engagement group; Rita assumed the role of our representative following the decision of Simon to step-aside. Rita is a great advocate for the services provided by Home Plus and takes every opportunity to promote the benefits that are being delivered both collectively and individually across the partnership.



**Our service
is tailored
according to
your needs**

Outcome by reason

	3yr Total
Falls prevention (hospital discharge)	2,506
<i>Assessment and works</i>	
<i>Works only</i>	2,130
<i>Advice only</i>	211
<i>Call out but no works completed</i>	71
<i>Cancelled</i>	0
<i>Ineligible</i>	15
<i>In progress / pending</i>	79
Falls prevention (at home)	6,768
<i>Assessment and works</i>	620
<i>Works only</i>	4,565
<i>Advice only</i>	708
<i>Call out but no works completed</i>	333
<i>Cancelled</i>	357
<i>Ineligible</i>	35
<i>In progress / pending</i>	150
Warmth & energy efficiency	3,349
<i>Assessment and works</i>	903
<i>Works only</i>	973
<i>Advice only</i>	879
<i>Call out but no works completed</i>	118
<i>Cancelled</i>	292
<i>Ineligible</i>	9
<i>In progress / pending</i>	175
Hazard repairs	481
<i>Assessment and works</i>	0
<i>Works only</i>	309
<i>Advice only</i>	51
<i>Call out but no works completed</i>	33
<i>Cancelled</i>	11
<i>Ineligible</i>	3
<i>In progress / pending</i>	74

	Total 2019
% of referrals triaged within 24 hours	95.2%

98%

satisfied with
the service

87%

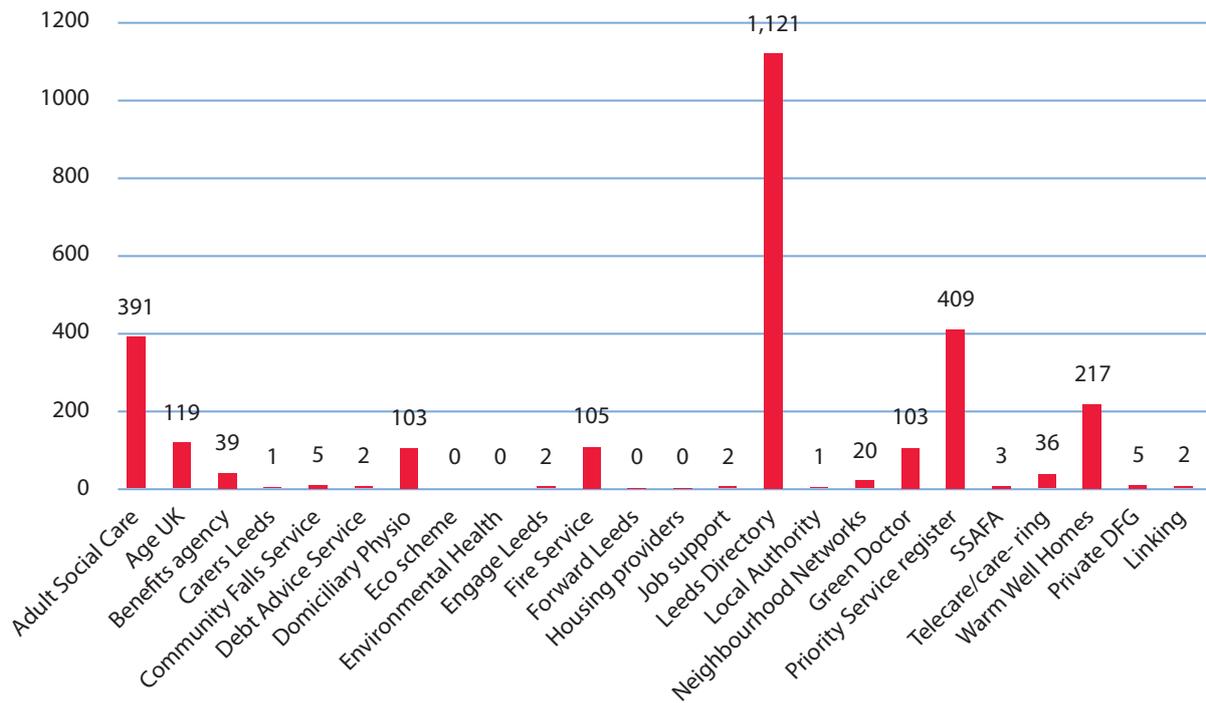
having
improved sense
of wellbeing

37%

improved
support
networks

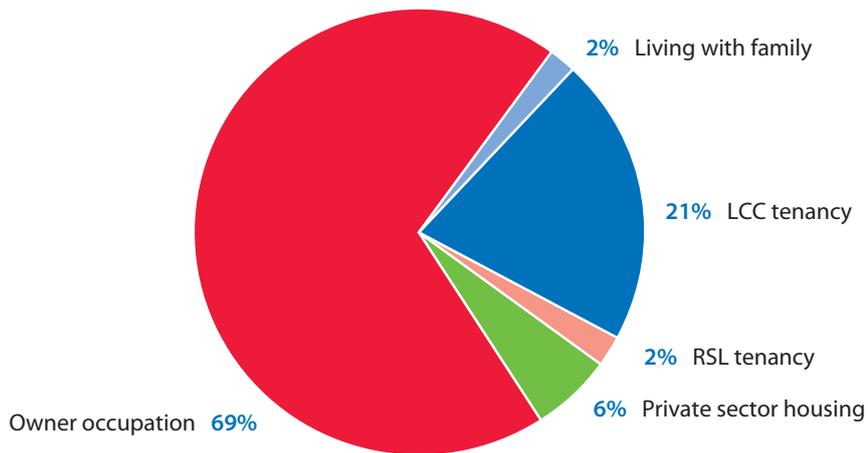
Our priority is to ensure clients receive a fast, efficient service from the moment of contact. All referrals are triaged to the relevant service within, Plus By the Customer Service Administrators (CSA) on the day the referrals are received. Clients who are allocated for a holistic home assessment are given the time date and name of the assessor who will be visiting them. The contractors always contact the client prior to visiting them and completing any works identified by the assessors.

Onward Referrals

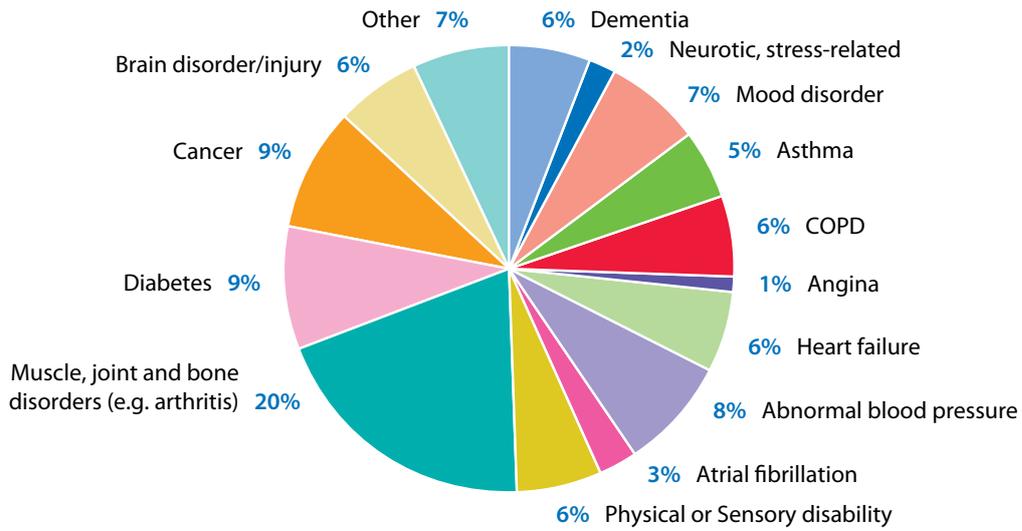


Service Users

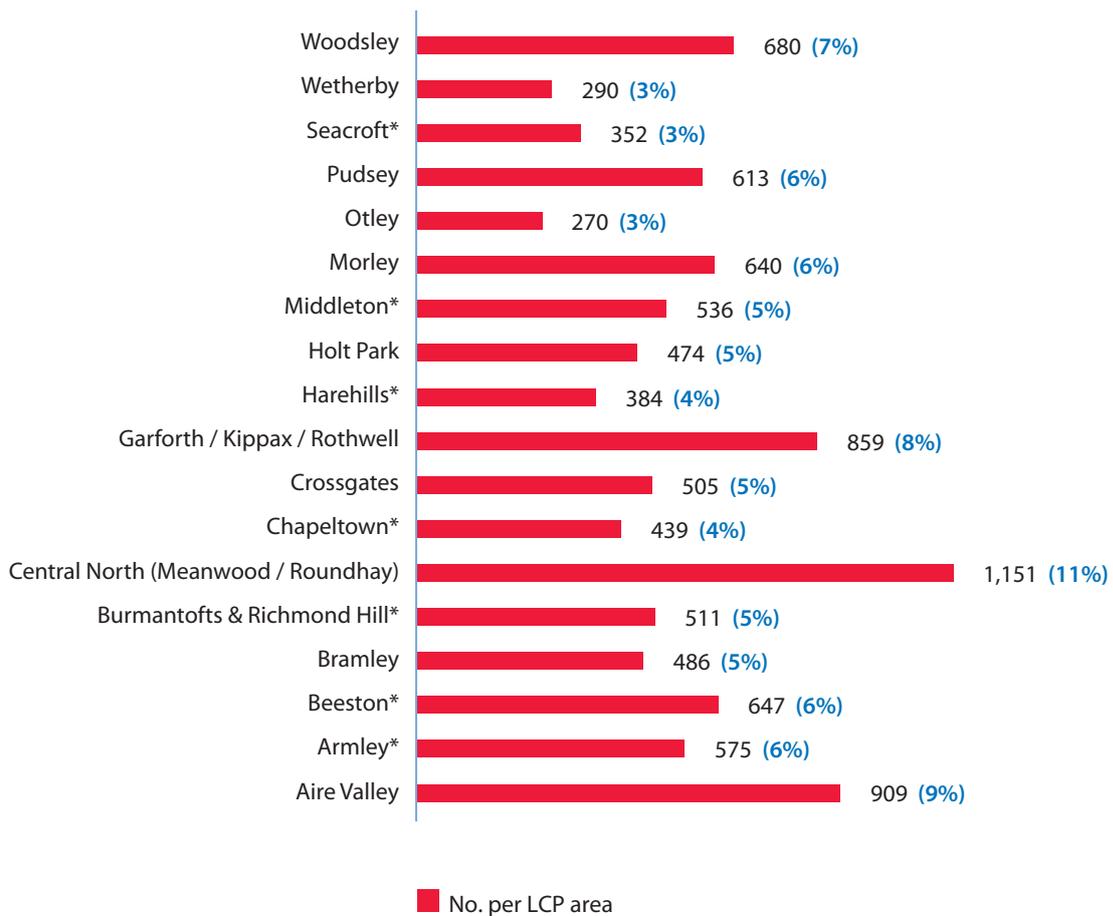
Service User Tenure



Health Conditions



Clients by LCP (*denotes priority LCP)



*Oct 2021 the services started recording data for the new LCP areas.

Green Doctor Homeplus Service

Our Groundwork Yorkshire Green Doctor service has been proud to be a partner over the first 3 years of the Home Plus Leeds Programme.

During this period we have delivered over 3000 home visits & telephone advice calls across the Leeds region to many of the most vulnerable people struggling to cope with energy costs & cold homes.

As experienced by many other organisations, Covid had an impact on our model of service delivery. We quickly adapted to telephone advice only & remote working with great success, so that we were able to continue supporting the great demand during this time. One of the most effective changes we made was the partnership we created with the Leeds Local Welfare Support Scheme.

Leeds Local Welfare Support Scheme

Since the 18th May 2020 the Green Doctors established a working partnership with the Leeds Local Welfare Support Scheme (LWSS) which has provided a more sustainable, holistic and far reaching support service for residents seeking financial assistance. The need for this new referral pathway has arisen from Leeds City Council being inundated with requests during the Covid 19 pandemic for emergency fuel support with approximately 25 people each day calling for energy related help.

Since the 18th May 2020 we've supported 1173 households, with emergency fuel payments totalling £52,454 & around 75% taking up the in-depth advice call. This increases the value of the scheme enormously and creates a pathway to access the most vulnerable to fuel poverty. As a direct result of this successful partnership, LWSS have now increased the award payments from a minimum £30 to £50.

Following the initial LWSS call people are now referred to the Green Doctors who then contact the client, arrange payment either direct to the energy account, via bank transfer, or physical cash top-up. These alternative options to receive the emergency payments are a great improvement on the previous cash only method. These are often complex cases and each person is offered the opportunity of an in-depth home visit or energy advice call, enabling our experts to get to grips with the reasons why people are experiencing hardship and in many cases to provide solutions ranging from liaising with energy & water suppliers, housing providers, interpreters, social prescribers, mental health services and debt agencies.



Green Doctor Case Study

LWSS beneficiary from the service and rated it “excellent”

The client had been referred to the Green Doctors on a Friday afternoon in January 2022 for an urgent £55 fuel payment as she had little money & was in danger of having no heating nor hot water. Crucially, she was in labour, had 2 children under 5 years old & was unable to get to the Paypoint shop to top-up with the LWSS award. Our Green Doctor, went to her home, collected the top-up card, went to the Paypoint shop for her, returned the card & gave some useful energy advice. Without our intervention & LWSS partnership, this young mother & children would have had no heating nor hot water at least all weekend & maybe longer.

Care & Repair Leeds Case Studies

Case Study 1:

Mrs D has heart failure and lives alone in a terraced property. She was referred to Care & Repair Leeds by Age UK following hospital discharge.

A holistic assessment was arranged, and various interventions were provided to help her keep safe in her house. Mrs D has a bath with overhead shower and was struggling to get in and out of the bath to take a shower. She was unable to lift her leg high to get in the bath. A bath step was issued that helped her get in and out of the bath easily. A ridge rail above bath was also installed to help her steady herself whilst getting in and out of the bath. These interventions helped boost her confidence and keep her safe and independent in her house.

Case Study 2:

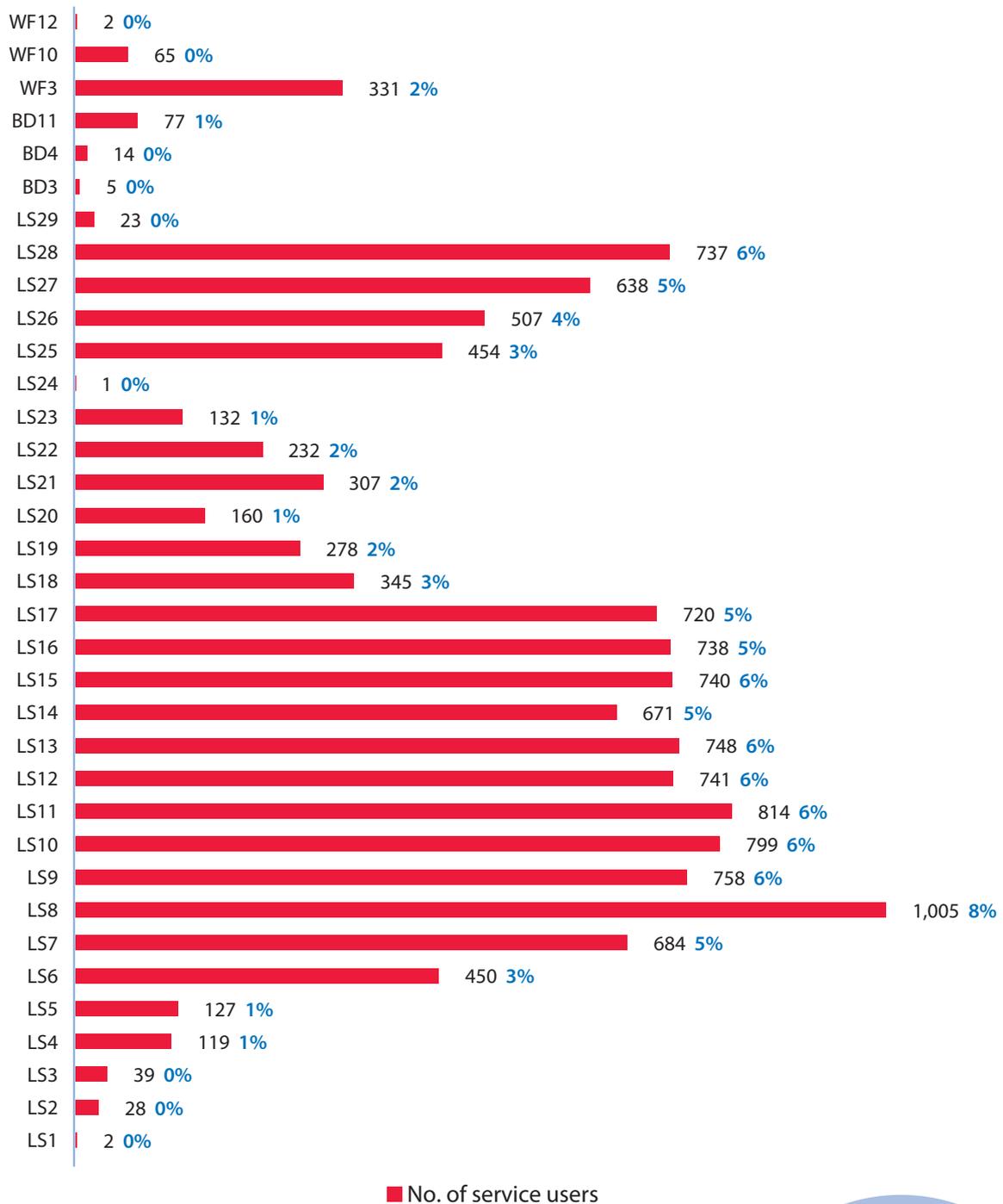
Mrs K was a client that had received help previously and after a welfare call it was highlighted that she needed help again. She is 98 years old and lives in a semi detached property which she owns. She has managed to remain as independent as possible. An assessment was carried out and it was noted that a grab rail above her bath was needed to help her to get in and out safely. A raised toilet seat was fitted, which would also help her to use the toilet with ease. Adult Social Care were contacted to ask for a bed stick, which would enable Mrs.K to get in and out of her bed safely. A referral was also made to Age UK for Pension Credit and to check her benefits. All of the above interventions have enabled Mrs. K to stay in her house safely and Independently, she was very grateful for everything that had been done.



**Our staff are
trained to
support you**

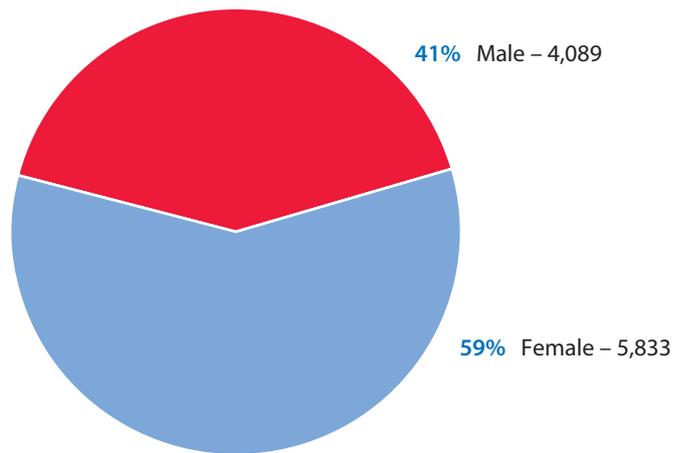


Service Users by Postcode

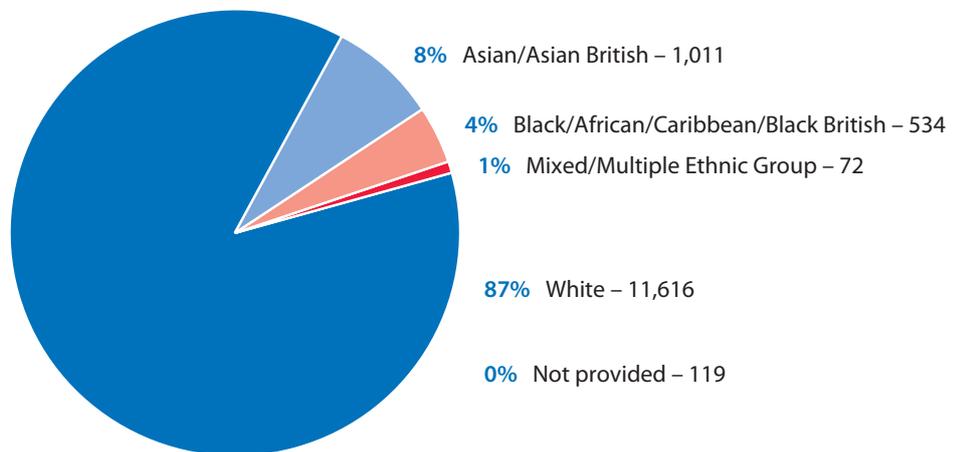


**Your
feedback helps
us improve our
services**

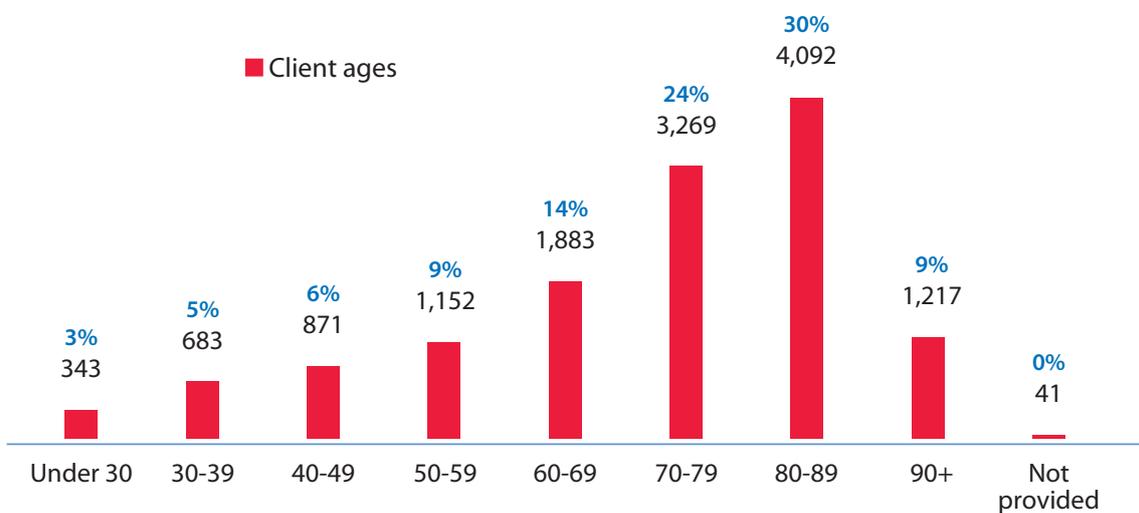
Gender



Ethnic Origin



Age Ranges of Home Plus Clients



Harm Minimisation Calls

At the beginning of 2021 Leeds City Council received funding to implement the Bronze Harm Minimisation Plan, Care & Repair Leeds were allocated some of the funding to minimise Covid 19 harm in people over 60 and above in Leeds. The funding was given to Care & Repair for our continuous commitment to deliver services throughout the pandemic, making changes to our delivery methods appropriate for the client's needs.

Care & Repair used the funding to:

- Purchase Covid wellbeing kits – comprising of winter warmth items (hot water bottles, socks, gloves,



blankets, hats and a thermal cup) and items specifically relating to Covid handwarmers

for the elderly especially, whilst waiting in queues for their vaccines. Digital body Thermometers to enable our clients to monitor rises in temperature (fever a main symptom of Covid 19) and room thermometer cards, torches and miniature hand-sanitizers. The packs also included various information and advice leaflets supporting the national public health Covid campaign.

- Welfare calls during the week and on weekends to support and facilitate Covid testing and access to vaccine appointments.
- Referrals to VAL (Voluntary Action Leeds) volunteering service for help with essential shopping, accessing food parcels services

- Practical support around arranging transport to attend local vaccination centres for those most vulnerable and not able to organise independently
- Signposting to other voluntary and statutory organisations for a range of services where appropriate

Responses in January 2021 – March 2021

We contacted approximately 900 clients and delivered 100 Well-being packs to people over 60, living alone with long term health conditions. From the 100 packs distributed

77 people had received their 1st vaccine

9 people had received both vaccines

14 had not received any vaccines (of the 14, 2 had declined the vaccine and 12 were awaiting an appointment date.

88 people were referred/signposted for further support e.g., additional rails

One of our Support Workers has been dealing with an extraordinarily complex case with a client that we have supported in the past. Their plight only became apparent through the weekend Harm Minimisation calls. The client shared information about her difficulties during lockdowns and an injury she had sustained following a fall which had not been reported. A home visit was arranged and we became aware of other issues that we could help with. Due to the complexity of the case this client is still receiving on going support.

“I can’t believe we were looked after so well”

“I haven’t any complaints at all. The gentleman that carried out the work was excellent and I can now get up and downstairs with the grab rails and mopstick rails along with the extra banister that my son had already fitted for me – before I had got to such a bad state. Thank you again for helping me become more independent again”

“I think you are providing a wonderful service to the community. Thank you so much”

“The contractor was very professional, clean and tidy, and it has made a big difference to my independence, health and wellbeing”

“Exceptional workmanship and very polite”

“Excellent work fitting the stair rails”

“Friendly, helpful, knew her job, very tidy worker, 10 out of 10, well done”

“Polite, punctual and efficient, giving good, knowledgeable advice”

“Really grateful for the help and support I have received. Not sure how you could improve. All services I have been in contact with, excellent”

“I think what your service does is wonderful”

Area Specific

Falls Measures: Falls Prevention

		3yr Total
Service Delivery	No. of measures	8,978
	<i>Bath Board</i>	22
	<i>Bathroom Rail</i>	2,432
	<i>Bath Seat</i>	45
	<i>Bath Step</i>	86
	<i>Call Out Only</i>	377
	<i>External Rail</i>	1,905
	<i>Lower Thresholds</i>	33
	<i>Move Furniture</i>	66
	<i>No Work Required</i>	805
	<i>Other Internal Rails</i>	804
	<i>Pick Up Stick</i>	63
	<i>Raised Toilet Seat</i>	81
	<i>Stair Rail</i>	2,147
	<i>Toilet Frame</i>	112
	<i>No. of cases completed within 20 working days</i>	4,335
	<i>% of cases completed within 20 working days</i>	83.42%
Outcomes	Be less dependent on health care services	3,317
	Be less likely to be admitted to hospital	4,647
	Be more likely to live at home for longer	4,973
	Improve access to parts of their property	3,535
	Improve their level of confidence and/or control	4,971
	Improve their wellbeing	4,222
	Using more of their home	3,981



“Very pleased with my new handrail, a lovely lady arrived with her drill and toolkit, I was most impressed. Smashing job.”

Falls Measures: Hospital Discharge

		3yr Total
Service Delivery	No. of measures, by type	3,636
	<i>Additional Electrical Sockets</i>	11
	<i>Bathroom Rails</i>	881
	<i>Call Out Only</i>	92
	<i>Changing of Doors</i>	11
	<i>External Rails</i>	717
	<i>Fixed Toilet Frames</i>	22
	<i>Furniture Move / Removal</i>	192
	<i>Moving of Electrical Sockets</i>	0
	<i>New Threshold Strips</i>	20
	<i>No Work Required</i>	165
	<i>Other Internal Rails</i>	475
	<i>Raise Furniture</i>	2
	<i>Securing Carpets</i>	9
	<i>Stair Rails</i>	1,039
	No. of cases completed within 24 / 48 hours	1,498
% of cases completed within 24 / 48 hours	73%	

Hazard Repairs

		3yr Total
Service Delivery	No. of measures, by type	490
	<i>Call Out Only</i>	33
	<i>Electrical</i>	101
	<i>Joinery</i>	64
	<i>No Work Required - No Cost</i>	37
	<i>Plumbing (Water)</i>	225
	<i>Security</i>	30

We have carried out some analysis of the types of requests we receive for repair issues as we noted that we refer a lot of people to the Council's Leeds Directory service for vetted contractors, 1,121 people in the last 3 years. CSA staff and Support Workers were also consulted, and as a result, we have widened the list of works that we will carry out under the 'hazard repairs' element of the service, and now contribute up to £150 towards the cost of the works. We have seen an increase in the number of people we now support through the hazards repair service due to the changes made to the criteria.



Working to keep you warm, safe & secure in your home

Warmth & Energy Efficiency Measures

		2019	2020	2021	3yr Total
Service Delivery	No. of interventions and measures implemented	3,905	2,695	802	7,402
	Boiler Repair	116	124	115	355
	Boiler Service	163	78	39	280
	Call Out Only	86	0	0	86
	Central Heating System	2	1	1	4
	Change Tariff	218	107	67	392
	CO Detector	70	83	78	231
	Draught-proofing	98	40	11	149
	Bottom Brush	111	29	18	158
	Dehumidifier	219	110	8	337
	Lightbulbs	2,107	1,354	156	3,617
	Radiator Panels	501	496	16	1,013
	Thermostat	0	0	0	0
	TRVs	0	0	0	0
	Gas Fire Repair	21	8	14	43
	Gas Fire Service	78	47	29	154
	Heater Provided	5	20	3	28
	Heating (Electrical)	4	0	2	6
	no work required	24	54	121	199
	New Boiler	10	79	65	154
	New Gas Fire	0	0	0	0
	Radiator repairs	17	9	26	52
	Referral to Priority Services Register	55	242	165	462
Outcomes	% of emergency repairs completed within 24 hours				
	£ of grant income secured	£8,291	£17,862	7,670	£33,823
	% reporting they feel warmer	80%	84%	73%	79%
	% able to better afford to heat their homes	74%	75%	63%	71%
	% reporting they experience less damp, mould and condensation	52%	47%	44%	48%

Household

	3yr Total	
	No.	%
Income-related benefits (those visited)	953	10%
Have children living with them	352	4%

Advice & Assistance: Green Doctor

		3yr Total
Service Delivery	No. given assistance	2,480
	<i>Dealing with energy debt</i>	410
	<i>Debt Advice</i>	277
	<i>Financial Advice</i>	228
	<i>Grant & Discounts</i>	518
	<i>LWSS</i>	788
	<i>Use of the heating controls</i>	231

Advice & Assistance: Age UK

		3yr Total
Service Delivery	No. given assistance	625
	<i>No. of home visits</i>	164
	<i>Loneliness and/or Social Isolation</i>	48
	<i>Access to transport</i>	17
	<i>Housing</i>	52
	<i>Attendance Allowances</i>	173
	<i>Benefits Advice (other)</i>	123
	<i>Social Activities</i>	10
	<i>Grants and Funds</i>	38
	<i>Debt and/or Finances</i>	4
	<i>Bereavement or End of Life</i>	7
	<i>Care Options and/or Planning Ahead</i>	46
Outcomes	Improve their wellbeing	72
	Be more likely to live at home longer	72
	Improve their economic wellbeing	128
	£ of benefits secured	£448,266
	Better care planning	14
	Improved support networks	130
	Improve their level of confidence and/or control	54
	No. referred for falls/repairs/affordable warmth measures	81

Home Plus have maintained a seamless referral pathway to Age Uk for referrals to maximise incomes for those of pensionable age and over.

They have generated an impressive £448,266 worth of benefits over the last 3 years giving clients the freedom to channel their finances where they are most needed.

**Your
personal
information
is safe
with us**

News at Care & Repair Leeds

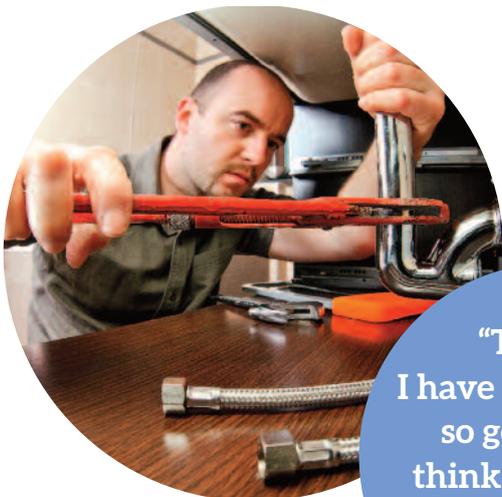
Staffing News

Darren Jackson



At Care & Repair Leeds, as a Technical Officer (private works) I visit clients to identify their needs to help them carry on living independently in their own homes, offering unique solutions. This could be anything from a need to convert a bathroom into a full wet room, easier access around their homes and help moving around the home by widening doorways, installing ramps and handrails or adapting kitchens. Additionally, building extensions and converting lofts and other rooms to make their home living experience as easy and as practical as possible. I plan, design, cost and project manage the work for our clients, from initial contact through to completion of works. I am actively involved in looking at ways to promote our private works and I am supporting our web designer to create a new modern interactive web site and other promotional materials. I will be attending events at various locations around the Yorkshire area to help promote our services.

I have been working in the construction industry since leaving school back in 1985. I originally trained as a Carpenter and Joiner for the Leeds City Council and have also studied and gained qualifications in Construction Crafts, Surveying & Levelling and Craft Supervision. I later studied Gas Safety and gained my C.O.R.G.I & Gas Safe Licence along with energy efficiency certificates and I am fully Gas Safe Registered and managed my own construction business from 2004 to 2021



“The help I have had has been so good, I can't think of anything to improve the service”



Chris Popple



In my role as Technical Officer, I receive adaptation referrals for Health & Housing outlining the client's needs/requirements. I arrange an initial site visit with the surveyor and the architect. Whilst on the initial visit at the client's property all relevant details required to complete the schedule of works are checked so it can be sent out to tender for three contractors to tender for the project. The rest of the schedule is regarding all the fixtures/fittings of the new extension, so the clients' needs are met, and I work closely with Health & Housing surveyor, Electrical surveyor, the successful building contractor, and with the client. I aim to make the whole process as stress free for everyone.

Regarding my background, I achieved my Carpenter/Joiner apprenticeship at George Wimpey construction way back in the 1977. I worked for Leeds City Council for 39 Years starting as a maintenance Joiner and set up the glazing section working on the education and civic buildings including Leeds City Market and on the residential properties within Leeds City Council. I progressed to become a supervisor, finally moving to work in the housing office as a surveyor until my departure last March where I took early retirement. I then worked at the Village Hotel at Tingley Leeds as a maintenance joiner refurbishing the hotel before joining Care & Repair in November 2021.

Anna Kedge



I'm Anna, 22 years old and I have just begun as the new Marketing and Digital Communications Coordinator, a new role at Care and Repair. I will be focused on the online and offline communication and advertisement channels, improving the visitor experience of the website, providing and developing ideas for the future of the organisation and its relationships with clients and other organisations. I also focus on the social media, working on creating new platforms, developing and maintaining methods of tracking the traffic to the website and online, trialing methods and seeing what will work best going forwards. This will also include promoting the work of Care and Repair at events and applying a new insight into the working of the business.

Outside of my role, I support with the social media campaigns for local performance and events and have recently started supporting a social enterprise in my area.

Judith - Dementia Support Worker



The dementia support Worker delivers the Home Plus Leeds Service as well as providing advice guidance and support for clients living with dementia and where relevant their carers.

This additional focus aims to assist people living with dementia by assessing for and providing home-based interventions to improve their health and wellbeing and facilitate more independence and control over their lives.

Outreach support is provided through home visits and holistic assessments of how routines and activities which form the day to day lives of each client living with dementia can be supported and enhanced.

In addition to providing dementia friendly adaptations, advice on making homes dementia friendly is available through the use of Care and Repair's extensively researched guide 'Living Well with Dementia at Home'.

Advice, information and support is available on many aspects of dementia care including support and respite for carers and referrals to other appropriate support agencies, health professionals and community organisations. Practical solutions to help people living with dementia to maintain safety and independence include coloured rails, or enabling equipment to support dressing, cooking, eating and memory aids can be advised upon.

Since February 2021, I have been in the role of Dementia Support Worker, meaning that, alongside the holistic assessments carried out by each Support Worker, I also focus on providing people living with dementia with the option of regaining some independence. This means working closely with the family members of those living with the condition and their carers, who require as much support as the clients themselves, in the form of respite care and referrals. The equipment that I use for these clients is designed to support those who are visually impaired or easily confused because of the condition. The role involves administering to both physical and mental wellbeing, ensuring that support is available and accessible through professional services. We have a strong understanding of dementia and what the clients are experiencing and an ability to guide the individual to recognizing their own needs and limitations. The role can be very challenging and emotionally demanding but it is also incredibly rewarding and very enjoyable.

Good News Stories

Care & Repair
Support worker
Ravinder Kaur
winner of
Foundations
caseworker of
the year 2021



Leeds Oak Alliance Launch

Leeds Oak Alliance is a partnership between Carers Leeds, Care & Repair, Age UK, Wheatfields and St Gemma's Hospice. We work closely with Health and Care to support people who are frail or at end of life and their carers by meeting their individual needs.



Secured Additional 2 years funding for Home Plus Service

Comments from the council after recommending extension:

"The service is performing well, is of high quality and represents value for money"

"This is a high quality, well performing and proactive service. Overall, targets are being consistently met"

"The Quality Management Framework highlights numerous examples of good practice across each theme"

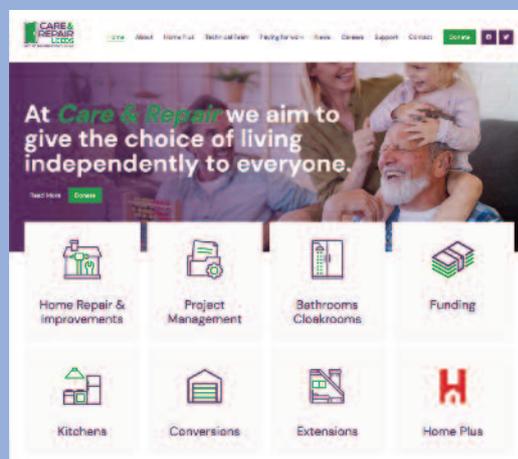
"The service achieves good and lasting outcomes with its clients and receives overwhelmingly positive feedback"

"It meets the key council priorities of reducing health inequalities and responding to Covid-19"

New Website

Care & Repair Leeds are proud to announce the launch of their new website, why not take a look

www.Care-repair-leeds.org.uk





If you want further information please contact us:

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Email: homeplus@care-repair-leeds.org.uk or

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www.care-repair-leeds.org.uk

  @crleeds

Our Lines are open

Monday - Friday from 09:00am - 5:00pm,

Tuesdays from 10:30am - 5:00pm.

**Care & Repair Leeds
Winners of
Foundations Home
improvement Agency
of the year 2020**

Working in
partnership with:

