

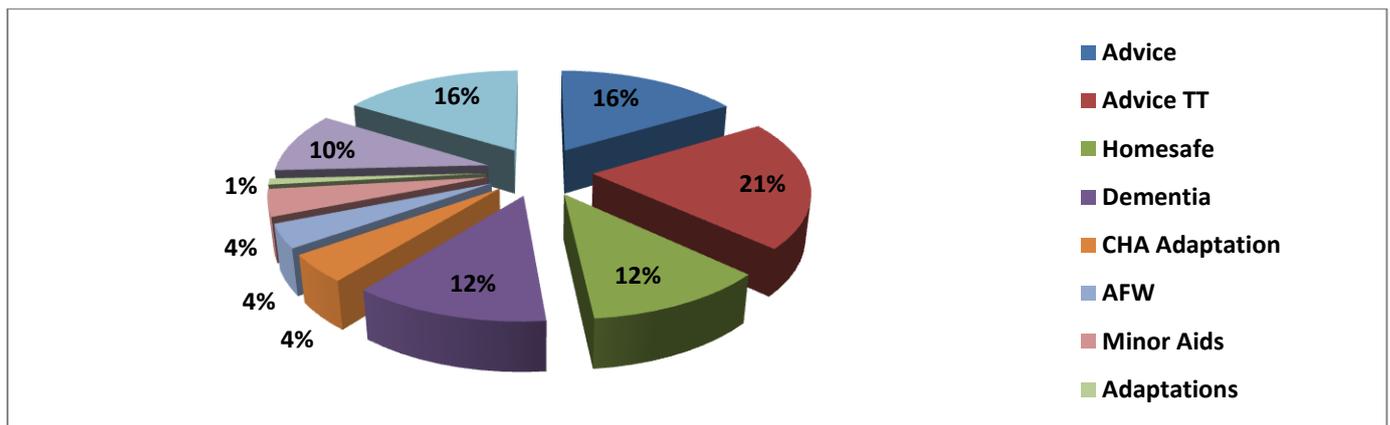


Aberdeen Care and Repair Annual Report 01/04/2017 – 31/03/2018

It has been a busy and productive year for Care and Repair with new administration and IT systems, updating all policies and procedures, and increasing our partnership working particularly in Health and Social Care sites. We have actively promoted our services city wide in health and social care settings and provided presentations to District Nurses and Occupational Therapists within the city. We have built on the work we did in 2016/17 and continue to offer a Home Safety Assessment to vulnerable householders. This early intervention preventative support is essential and will offer significant savings in the years ahead and provide a better quality of life for our client group.

We have assisted a total of 3800 older and or disabled households in Aberdeen city to adapt and repair their homes, access grants and other financial support, providing help, advice and support to allow them to remain living independently in their own home.

Type of assistance provided (excluding small repairs)



Minor Aids – 2017/18 has seen an increase in the number of requests for Minor Aids such as external handrails and adjustments at steps particularly at the rear entrance of properties. This is work that is not supported through the Occupational Therapists, and as a result of the OT re-structuring this area of work will continue to rise... With the support of the Technical Officers within the service we have been supplying and fitting easy-access external rails, step extensions and ramps through our small repairs service for around 60% of cases. We invested in doing this type of work due to the lack of Blacksmiths resulting in delays for clients waiting on this type of work.

CHA Adaptation Service – During the last 12 months we have seen a 55% increase in the number of clients who are using this service. The increase can be attributed to a better understanding by OT's on the additional services we can provide when acting as an agent for the work and this information being included on the agents list. Additional services we offer are charitable fund raising for individuals; offer of a low cost loan; decanting from property.

Homesafe - Care and Repair project staff identified gaps in pathways for older and or disabled people accessing local assistance/support to remain living at home independently from all sectors. One of the areas of particular concern is early intervention and or preventative measures, particularly around safety and security within the home including the prevention of trips and falls. By offering a Home Fire & Safety Assessment to particularly vulnerable clients it allows us to identify additional needs for householders around safety, security and accessing other support services. The need for this early intervention work is evidenced by the fact that last 12 months:

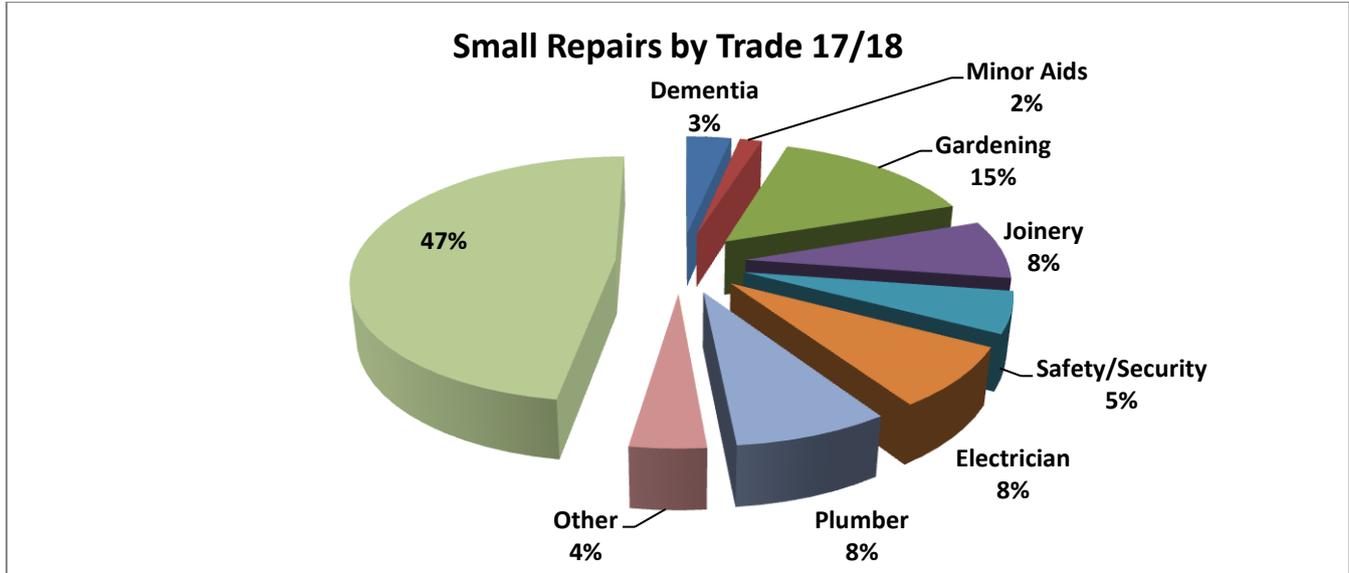
- 146 householders had a home safety assessment

- 87 of these householders required assistance from another part of the service
- 118 items relating to safety and security equipment was fitted

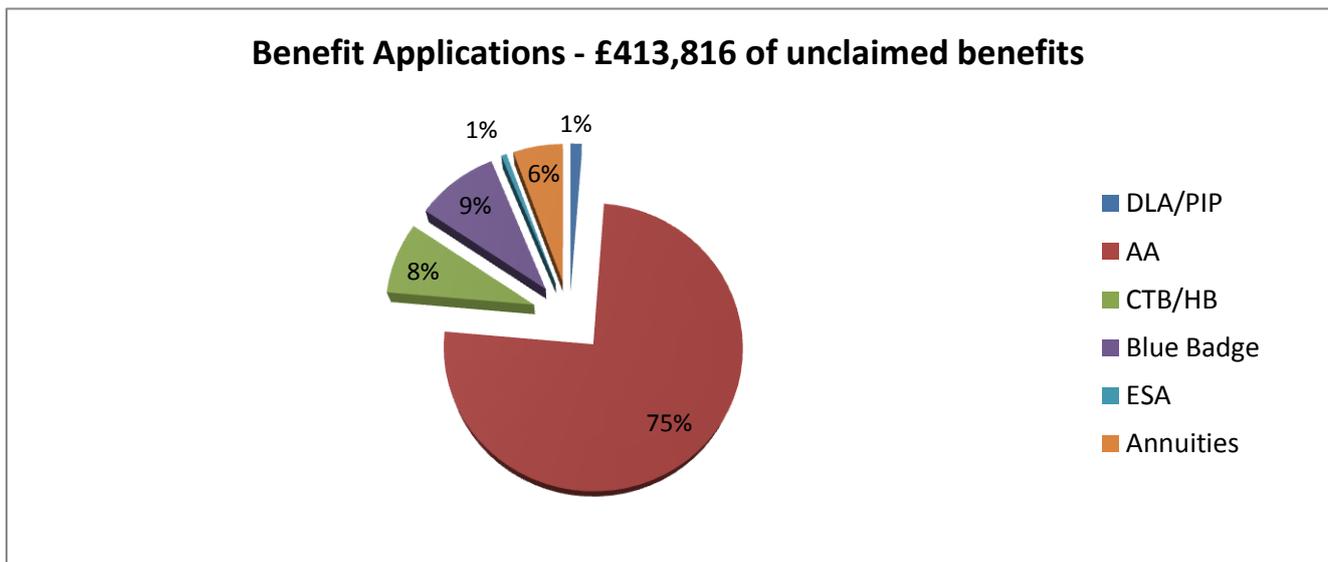
The cost of this work has been covered through the service’s charity Aberdeen Care and Repair Group (SCO15306) on a temporary basis but this service cannot be sustained without securing external funding.

Our small repairs service continues to be an essential part of Aberdeen Care and Repair. 2178 households used the service in 17/18 which is currently delivered by our 4 in-house tradesmen.

Type of Work carried out through the Small Repairs Service



Fairer Aberdeen Fund continued to fund the service for providing assistance to our clients with accessing benefits, and/or charitable funding for work required. This year has once again seen a considerable increase in the numbers of clients requiring this type of assistance (100%). 144 households received assistance with claiming additional benefits, resulting in £413,816 per annum of additional income. 75% of these applications were for Attendance Allowance. A total of £71,526 of charitable funding was secured for clients which contributed towards the cost of work required at these properties and subsidised a gardening service.



Dementia Enablement Project – This is a 3 year project funded by Life Changes Trust to support people living with dementia to continue to live within their own home. (Funded to 30/09/19) The project takes a person centred

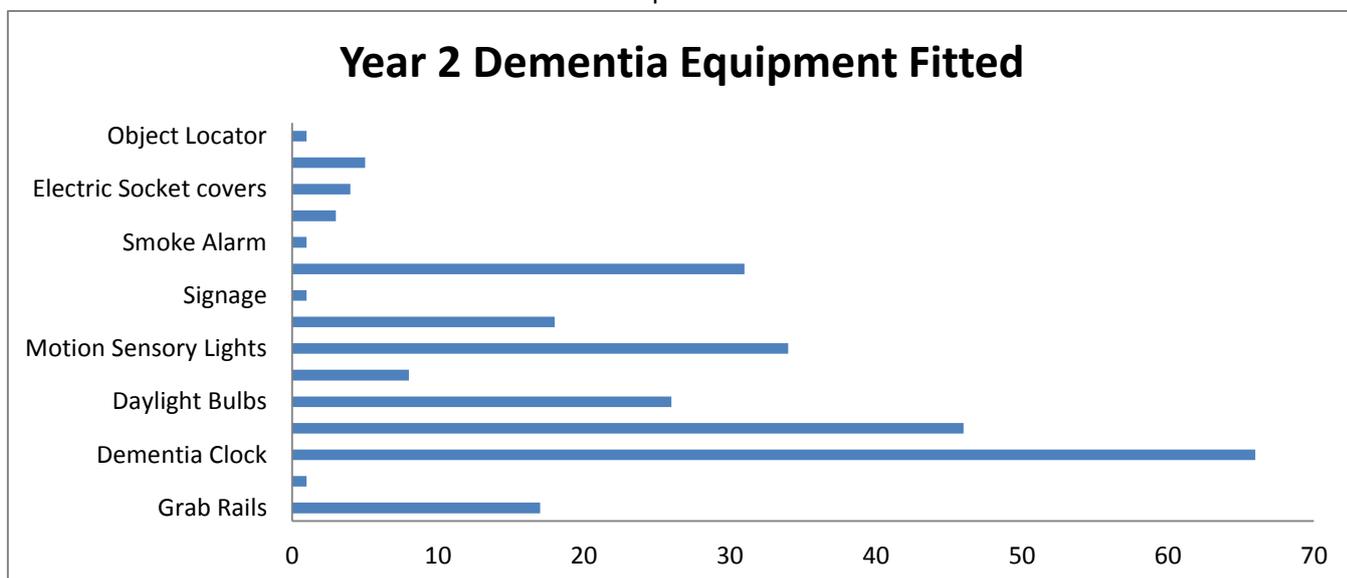
approach in deliver and aims to ensure that: people living with dementia and/or their carer(s) can benefit from a service which is:

- provided in a timely, respectful and mutually agreed manner
- suits the recipient’s needs by taking a person centred approach
- helps retain independence, safety, security and activity in the home and the community;
- That existing services will be informed, and new services developed for the design, adaptations and provision of equipment to suit people living with dementia.

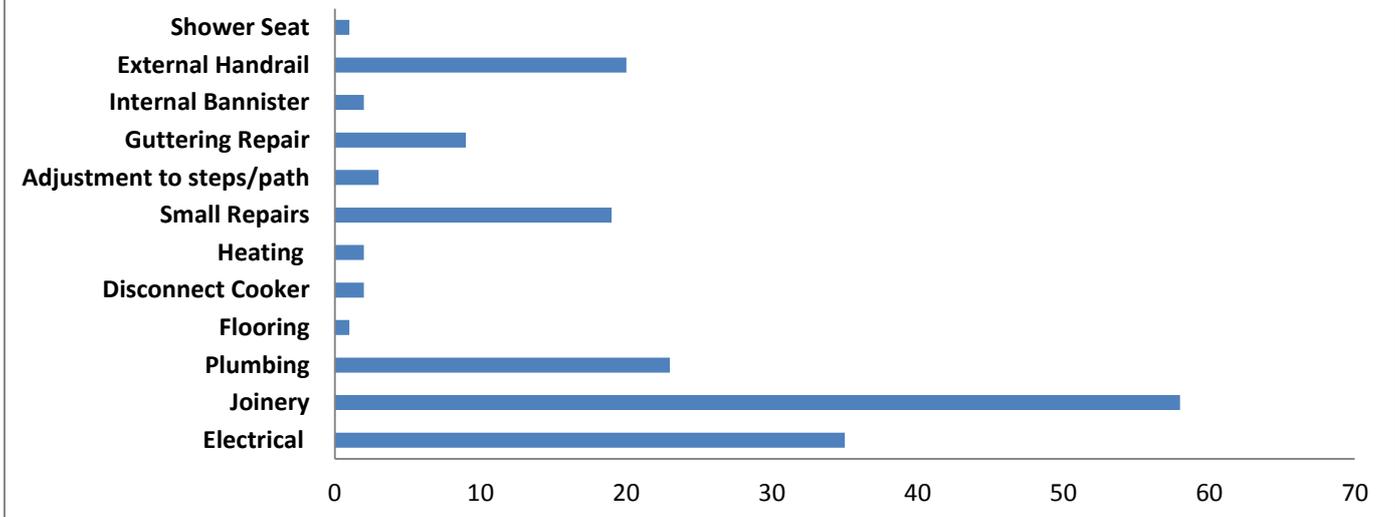
It is hoped that this service can then be adopted by others and incorporated into future dementia provision for individuals and that it will influence needs assessments in future years.

We have just completed year 2 of this project and over **400** people living with dementia have accessed the service since April 2016. All clients receive a Home Safety Assessment and are supplied with equipment and any necessary repairs carried out within the home. . A number of common issues/factors have been identified in this area, these are:

1. Enablement work or equipment required is dependant on what stage of the dementia journey clients are at, evidencing that the earlier the stage the more useful practical assistance can be.
2. The lack of carer support, and care management services being involved is a significant factor which can result in additional support being provided to enable work to take place.
3. A stigma around Care Management, particularly from older people, and a lack of understanding as to what services can be provided has been evident.
4. Lack of knowledge or assistance in claiming benefit entitlements– The year 72 clients required assistance with Attendance Allowance, Blue Badge or Council Tax Benefit applications, resulting in £250,536 of unclaimed benefits being awarded to people living with Dementia in the city...
5. 24% of our clients were unable to communicate and engage with staff
6. There is a considerable difference in the needs, support received, knowledge and understanding about accessing services. It is evident that people living in social housing are more informed and supported than home owners.
7. A large number, 47% of people living with dementia are living alone.
8. There is a considerable difference in the needs of people living with dementia under the ager of 65, particularly around care provision, although 93% of clients to date have been over 70.
9. The most common equipment supplied has been Clocks, whiteboards, lighting, external handrails to the rear of the property and key safes. 175 small repairs/minor adaptations were carried out for people living with Dementia and 216 forms of additional assistance was provided.



Year 2 - Small Repairs/Minor Adaptations



Customer Satisfaction Surveys: We continue to evaluate our services by providing customer satisfaction questionnaires to all clients using any of our services. **97%** of customers across all services indicated that they were very satisfied / satisfied with the service provided and **100%** of clients indicated they were very satisfied/satisfied with the assistance provided/ or manner of both operational and office staff.

Across all services:

- **98%** of customer's indicated that they felt more confident that they can continue to live independently in their own home
- **74%** felt less anxious about their safety and security within their own home
- **98%** of clients felt their needs were met by our services
- **100%** of clients/carers felt they were able to explain their areas of concern
- **90%** of clients/ carers felt they could identify the correct people to contact for support

This evidences that the services provided are meeting the needs of our clients, providing services to support older and disabled people to continue to live independently within their own home and community.