

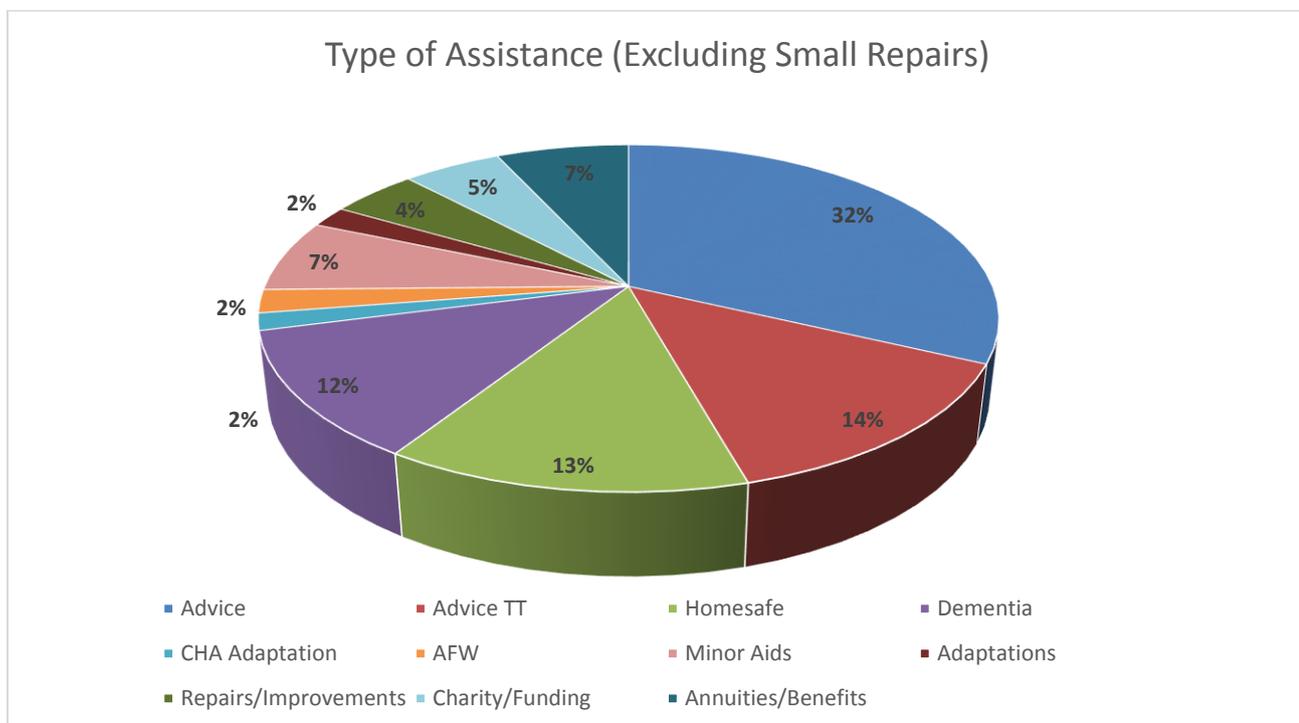


Aberdeen Care and Repair Annual Report 01/04/2018 – 31/03/2019

It has been a busy and productive year for Care and Repair, reviewing internal processes to streamline both services and reporting systems and actively increasing our partnership working within the Health and Social Care sectors. We have built on the work we did in 2017/18 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 as well as providing a better quality of life for our client group. It has been a particularly challenging year for both the service and staff managing and delivering the Homesafety, Dementia and Individual Awards Grant Programme due to the high level of demand. The Individual Awards Grant programme seen 309 people living with dementia and/or their carers receive a grant to spend on something that would make them feel better - a total spend in Aberdeen of £146,359. All project staff pulled together to ensure as many grant applications as possible could be processed during the 6-month period.

We have assisted a total of 3944 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 – 2018/19 has seen an increase in the number of requests for Minor Aids (147). This is work that is not supported through the Occupational Therapist. 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 80% 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.

Adaptations – During the last 12 months we have assisted 77 householders adapt their property for their long-term needs. 41 of these adaptations were supported by the Occupational Therapists, and eligible for a Disabled Discretionary Grant.

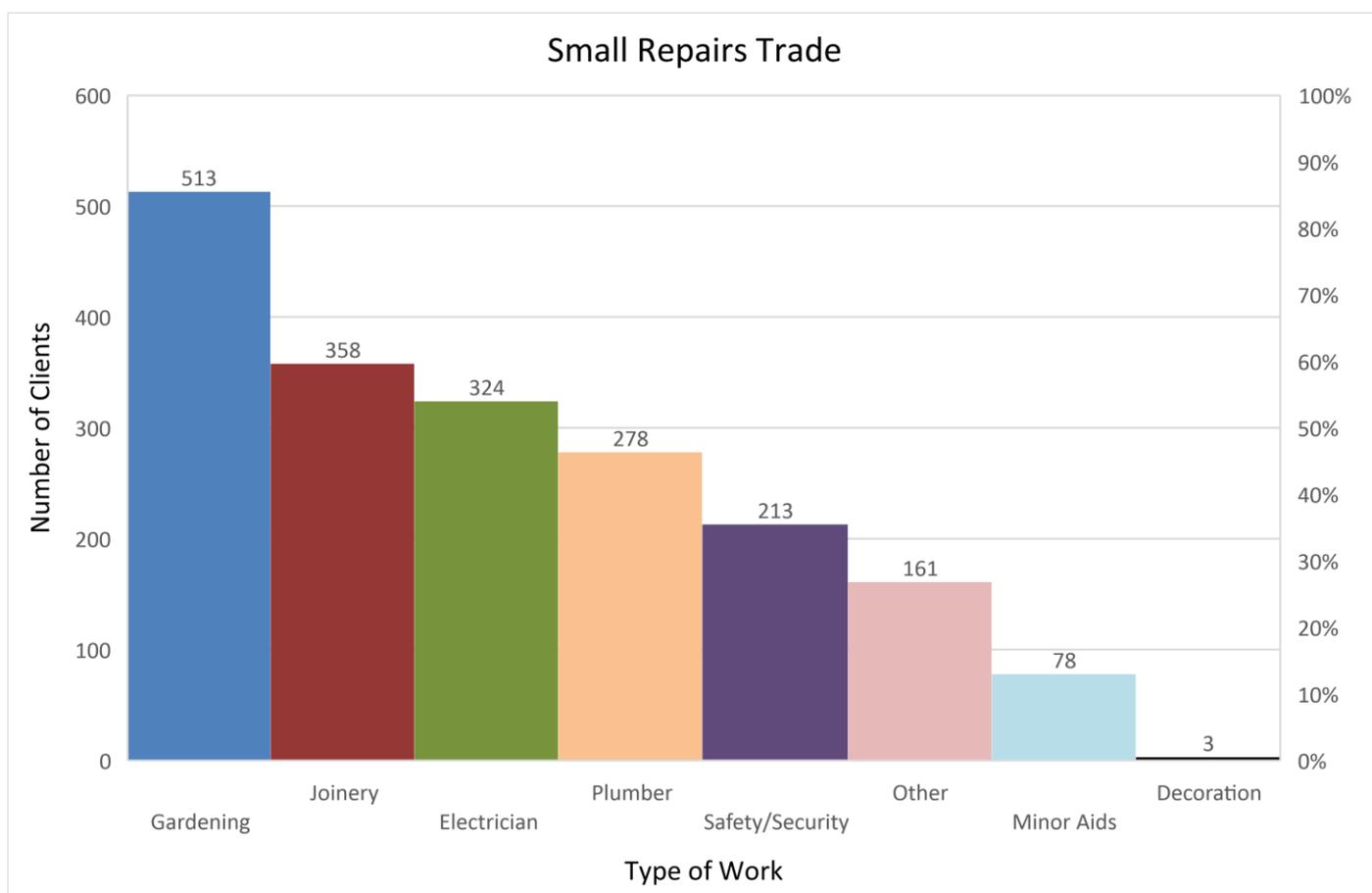
Homesafe - Care and Repair project staff identified gaps in pathways for older and or disabled people accessing local assistance/support to remain living at home independently from all sectors. One of the areas of concern is around early intervention and or preventative work looking at safety and security 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:

- 210 householders had a home safety assessment
- 331 householders had a home safety assessment through the Dementia Enablement Project
- A total of 564 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) & Life Changes Trust 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. 1767 households used the service in 18/19 which is currently delivered by our 4 in-house tradesmen.

Type of Work carried out through the Small Repairs Service



Income Maximisation - 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 seen a considerable increase in the numbers of clients requiring this type of assistance (71%). 203 households received assistance with claiming additional benefits, resulting in **£564,904** per annum of additional income. 72% of these applications were for Attendance Allowance. A total of **£222,526** of charitable funding was secured for clients which contributed towards the cost of work required at their properties and subsidised a gardening service.

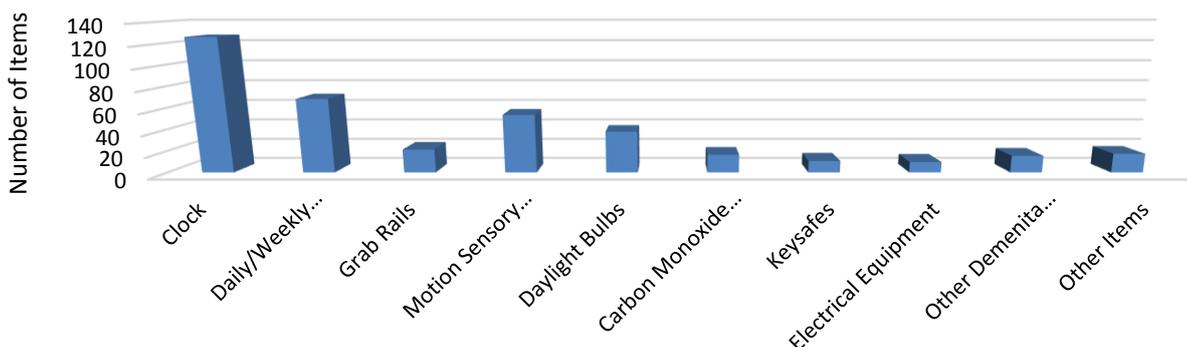
£564,904 of Benefits claimed for older/disabled people



Dementia Enablement Project – Referrals to this project have increased in year 3. There have been **372** new referrals this year compared to **170** last year, an increase of +100%. The increase in numbers can be attributed to the new partnership working arrangements we have been able to establish with health, social care, housing and 3rd sector services developed during Year 1 & 2 of the project. To manage the workload, the service had to introduce a triage assessment system to ensure that we could meet the demand. We also advised LCT that we would close cases after work completed and no longer review after 3 to 6 months, but would leave contact details should they need any further assistance before the project ends in Summer.

- **372** new referrals to Service
- **359** pieces of dementia friendly equipment has been fitted
- **221** households have required small repairs carried out in their property
- **312** households have received advice, additional assistance or and been referred or signposted to other services
- **114** clients have required additional assistance to claim Attendance Allowance/CTB/Blue Badge etc. This has resulted in **£291,153.20** per annum of additional income being secured for people living with dementia.
- The most common pieces of equipment fitted have been the dementia clocks, Weekly planners, day light bulbs and motion sensory lights.
- The most common minor adaptation has been external handrails and adjustments to steps, particularly to the rear of the property - *as a result of establishing partnership working through the DEP, we have jointly agreed with the Community Occupational a pathway for minor-aids and adaptations in owner-occupied properties through partnership working.*

Dementia Equipment



Customer Satisfaction Surveys: We continue to evaluate our services by providing customer satisfaction questionnaires to all clients using any of our services. **98%** of customers across all services indicated that they were very satisfied / satisfied with the service provided and **99%** of clients indicated they were very satisfied/satisfied with the assistance provided/ or manner of both operational and office staff.

Across all services:

- **99%** of customers indicated that they felt more confident that they can continue to live independently in their own home
- **75%** felt less anxious about their safety and security within their own home
- **99%** of clients felt their needs were met by our services
- **100%** of clients/carers felt they could explain their areas of concern
- **96%** of clients/ carers felt they could identify the correct people to contact for support

These results 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.