

“Providing practical assistance, financial and technical services and information and advice to the elderly and/or disabled and those managing long term debilitating conditions to enable them to remain in their own homes in comfort and safety.”

Scottish Charity No. SCO 033875

KEEP WARM AND SAFE THIS WINTER

- ✓ Make sure you have spare energy efficient bulbs
- ✓ Keep a torch in an easy accessible place and check the batteries work.
- ✓ Try to keep your home heated and stay warm with cozy throws and blankets, layer up clothing.
- ✓ Never leave a burning candle unattended at any time.
- ✓ Check smoke and CO2 alarms - if you are unsure, or unable to do this we can assist.
- ✓ Ensure you have local emergency service contact numbers available and credit in your mobile phone, as your landline may be affected by power cuts.
- ✓ Make sure you order prescriptions ahead of time, and you have someone who can collect them if you can't.
- ✓ keep basic food items in your cupboard or freezer.
- ✓ Stay hydrated and have regular warm drinks throughout the day.
- ✓ Stay active and do basic exercise when and if possible.
- ✓ Keep our number handy for small repairs & free safety & security assistance:
Ph: 01631 567780

QUARTERLY NEWSLETTER

DECEMBER 2017

WELCOME

Welcome to our first quarterly newsletter. We will provide updates on our services and activities plus articles and information that we hope are of interest to our partners, ABAN members and clients. Please note that our website www.abcr.org.uk also contains detailed information on our Board, staff and services, contact numbers, useful links to other services, news and minutes, etc. Additionally, we also update our activity, events and information via our Facebook page at <https://www.facebook.com/abcareandrepair> - please 'like' or 'friend' us if you visit.

Summary

Housing Support Service

This year has been busy yet again, seeing continued increases in our main areas of activity. The run up to the festive season normally sees further increases in the demands for our Telecare, safety and security and OT support works, to allow clients to be discharged from hospital or Care back home in time for Christmas.

From April till the end September this current financial year our 5 Housing Support Officers had completed on over 2,500 referrals delivered across all areas of Argyll and Bute including its many islands. Each referral may involve or require multiple items to be fitted, tested or removed or various tasks to be completed.

- 52% of all referrals were for Telecare related works (including new unit installs, adding or changing sensors and alarms, general maintenance and removals),
- 20% of referrals were for OT support such as fitting of grab rails and bannisters and
- 21% of referrals received were for our free home safety and security repairs, maintenance and installations including thresholds, internal and external lighting, locks, alarms and monitors, fitting blinds, technical advice and information, etc.

Our low cost private small repairs service for minor electrical, joinery, plumbing and general maintenance works made up the remainder of our Housing Support Officer activities and is a service we would like to develop throughout Argyll and Bute. We have introduced a new Housing Support Assistant in the Helensburgh and Lomond area to help the existing HSO with the demanding workload and also to develop the private small repairs business. We do not receive many requests in the Kintyre and mid-Argyll areas for small repairs and we will be working on marketing and developing this in these areas going forward.

QUARTERLY NEWSLETTER

Dec 2017

Major Adaptations Service

Our 4 Care and Repair Officers are kept continually busy. Their workload this financial year has remained consistent with each officer dealing with around 50 to 60 live cases at any one time (this is split between two part time officers for the Helensburgh, Lomond and Bute area). They support our clients through the grant process on referral from Occupational Therapy and Housing Information Officers at the Council. Projects range from ramp installations and other internal and external access improvements, stairlift installations and level access or wet floor showering works, plus many other adaptations. The Care and Repair Officers manage the contractor tender process and deal with equipment suppliers on behalf of our clients. They also provide technical and funding advice, assistance and support for all clients, including those who wish to self-fund projects.

From April till September this year our officers had closed on 107 cases, 66 which were grant aided. They also received 108 new referrals and we had 159 active cases covering our three main geographic areas at the end of September (1.Oban, Lorne, Mull, Tiree, Coll, Colonsay; 2. Helensburgh, Lomond, Bute and Cowal; 3. Mid Argyll, Kintyre, Dunoon, Jura, Coll, Jura, Islay, Gigha)

Client Feedback or Comments

We like to let our staff know when we receive a particularly nice letter or comments about them and the work they do. Our team know the difference they make day in and day out to our clients but it's always good to have it reinforced by some positive feedback.

Councillor Jean Moffat was approached by one of her constituents to write on her behalf to Care & Repair to provide “Fulsome praise of the works carried out that enable her to remain in her own home and more comfortably so. In particular Duncan McKellar (Housing Support Officer) was an excellent ambassador for your extremely worthy organization”



Well done Duncan!

EQUITY RELEASE FOR ENERGY EFFICIENCY IMPROVEMENTS AND ASSOCIATED REPAIRS

Argyll & Bute Care and Repair entered into a partnership with the Energy Savings Trust to pilot ‘Help for Homes’ – an equity release funded home improvement and energy efficiency service.

The Home Energy Efficiency Programs for Scotland: Equity Loans scheme (HEEPS: Equity Loans) provides equity loans up to £40,000 towards the capital cost of installing eligible energy efficiency measures and essential repairs for owner occupiers and smaller private sector landlords. The pilot project was launched in January 2017 in three Care and Repair areas including Argyll and Bute. It offers assistance through the process by Care and Repair from application to completion of works for applicants who would benefit from our support.

An equity loan allows you to borrow against the value of your home (if there is enough equity available in the property). These loans do not require monthly repayments and repayment of the loan will only take place when the property is sold.

A cap is in place (currently 2.5% per annum) to ensure applicants who see a sharp rise in their property value will not be unfairly penalised. The maximum loan value is £40,000 but cannot be more than 50% of the property's estimated market value. The homeowner must also retain a minimum of 30% equity in the property.

If interested please contact our Oban office for more details or our project officer Les Kinvig on 07880 234580.

EVENTS AND ACTIVITIES

Care and Repair have attended most third sector, housing services, carer and health and social care events throughout the year and we are always interested in hearing from organisations who would like us to attend their events or to present to their organisations.

If you have any up and coming events and would like us to come along please let our Oban office know or you can email us at enquiries@abcarerepair.co.uk

ADVICE, INFORMATION & UPDATES

Our Oban office will be closed on 25th, 26th and 27th December 2017 and 1st, 2nd and 3rd January 2018.

Emergency cover for priority 1 and emergency Telecare, OT and Social Work referrals only will be provided on Wed 27th December and Wed 3rd January.

Our Oban Office and Housing Support Officer service operates as normal on 28th & 29th December and 4th and 5th January.

If you are having trouble contacting our Oban office or any of our officers directly please call the Care and Repair Manager, Steven Clarkson on 07786 175017 during this time.



Have A Merry Christmas

And

A Very Happy New Year

FOR MORE INFORMATION OR TO MAKE AN ENQUIRY PLEASE CONTACT US AT :

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Find us on Facebook at: <https://www.facebook.com/abcareandrepair>

Argyll and Bute Care and Repair are funded by:



Supporting The Health and Social Care Partnership

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