



Care & Repair Cymru

Older People's Housing Champion  
Cefnogwr Tai Pobl Hŷn

# The Continued Independence of Older People – Good Practice Exchange (Wales Audit Office)

## Falls Prevention and Maintaining Independence in the Home

### - Care & Repair: The Older Peoples Housing Champion

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1/7/2015

Member of the Community Housing Cymru Group / Aelod Grŵp Cartrefi Cymunedol Cymru:





## OUR VISION IS THE PROBLEM NOT OLDER PEOPLE

- National debate and indeed First World international debate around an '*Ageing Society*'
- Its manifestation in our public service world is the infamous *Graph of Doom*
- Care & Repair Cymru's position is clear, older people are not 'a problem', it's societal values, political vision and strategic planning that are liable for all our futures
- This debate is about the spectrum of ageing, the reality of choices, social justice and living with opportunity



## WHO ARE CARE & REPAIR?

- We have a frontline, home visiting service, in every county in Wales (funded by WG and local partners)
- We provide services for older people (+60) that own their own homes or in privately rented accommodation
- We are a unique blend of social welfare casework and technical housing assessment, advice, support and brokerage
- Our approach is our brand: offering a problem-led, person-centred, individually tailored service (not an off-the shelf, service-led proposal)

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## WHAT DO WE LOOK LIKE?

- The front end of our service operates out of Mr & Mrs Jones' home and is project managed by the caseworker
- When there are practical issues that require professional building advice, 'we know a person who can' our technical officers
- Where there are low level jobs to be done then we have 'the man in the van', who is CRB checked, trustworthy, respectful and provides good value (and a good after-service)
- If the job is too big we have recommended contractors that we supervise to ensure quality to our customers

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## WHAT SERVICES DO WE OFFER AT THE FRONT END?

### Casework:

- A Healthy Home Assessment (your living circumstance)
- Welfare Benefit Entitlement (supporting choices)
- Referral on to other statutory & third sector services
- Digital Inclusion – the MyPad Project
- A range of simple 'brief intervention' advice
- Support for access to disabled adaptations

### Technical:

- A property survey and risk assessment of the house
- Advice to assist informed building choices
- Engagement with local contractors, tendering, specification, scheduling & costing, etc.
- Supervision of works and quality of completion
- Liaison with Local Government for funded solutions



## WHAT SERVICES DO WE OFFER AT THE PRACTICAL END? Either through Home Maintenance Officers or Local Contractors:

- A small repairs service (from badged operatives and no need for Yellow Pages or worry)
  - Rapid Response Adaptations Programme (RRAP)
  - Minor adaptations (Grab-rails, Ramps, Key-Safes, Security etc.)
  - Mid-level disabled adaptations, External Rails, Stairlifts and Level Access Showers
  - Boilers, energy efficiency advice, heating systems, damp reduction
  - Telecare – supporting service users and carers to monitor specific risks
- ***Solutions depend on local funding, private resources or benevolent funding (or Hardship Funds)***



## Falls Prevention and Older People

- One third of adults aged 65 or over will have a fall this year
- 12.4% of adults aged 65 or over will have a fall this year which is so serious they require hospitalisation
- The cost of intervention around 'falls' for the NHS is £67million per annum
- The **fear** of falling has a consequential quality of life burden of 6.4 times the total burden of falls and fractures in the older population – costed at potentially £30,000 per person



## Who's still standing?

In the time it takes you to read this slide, an elderly person living in the UK will have had a fall:

**6.44 Seconds**





## This could be somebody close to you.

Every thirty seconds an elderly person has a fall serious enough to call out an ambulance



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## Life or Death Challenges

Someone in the UK dies of a hip fracture caused by a fall every hour

The average cost of a hip-fracture is -

**£29,000**





## Falls through Accident

- 46% of all home accidents warrant medical intervention
- are falls
- Most vulnerable are the over 60's for most types of falls
- Stairs, steps level surfaces are the main concern
- Health in older people tends to deteriorate weeks or months after a fall – which can result in death
- Main causes of falls in bathrooms is slipping – adequate functional space important
- Cold impacts mobility, so falls are more likely in the cold
- Falls on stairs account for 25% of all home falls
- (fatal – non fatal)





## Before

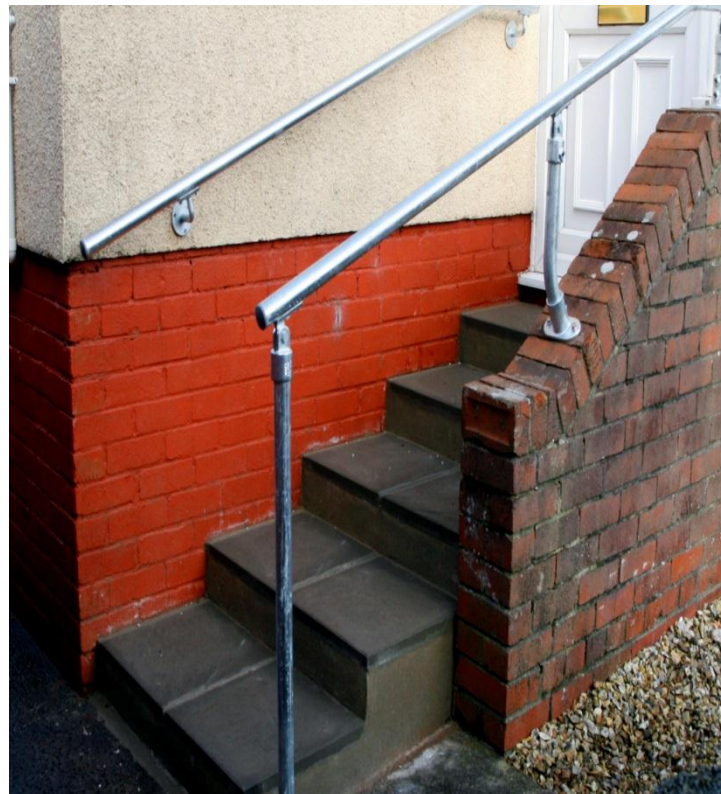


Mrs Edwards (61) - has a range of illnesses that affect her mobility. She fell on the high steps and broke her wrist.

Outcome:  
Improved well-being??

Cost: **£802**  
ICF funded

## After







## The cost of poor housing in Wales

“Decent homes are the foundations of people’s lives” -

“Healthy housing makes a key contribution towards better health and well-being and, ultimately improves the life chances of people in Wales”

“Housing is a key determinant of health and well-being” -

“Targeted work to reduce the worst health and safety hazards in poor homes is estimated to benefit the NHS to the tune of around £67 million per year” (BRE Trust 2011)

**Update 2015 – The clock is ticking:**



**Low level prevention measures work –**

**Average RRAP job **£108** (2014 CRC figures)**

**Average Cost of remedial action for Poor Housing in Wales (Category 1 Hazards) – **£3,030** (BRE Trust)**

**Average day cost of a hospital bed **£260** (Age UK report)**

**Average stay in a Welsh hospital **7.5 days** (stats.Wales NHS)**

**Average Cost to NHS for Hip Fracture - **£29,000** (WG Health Minister, 2012)**

**Average Notional Cost Saving = **£1,950** or **£25,970****



## Falls Prevention through Home Safety?

- Property unfitness still with us : “Living in Wales” Survey 2008 reported that 29% of Welsh Housing had at least 1 category 1 hazard under the Housing Health and Safety rating system
- On macro (housing adaptations) level there is a framework of Disabled Facility Grants that provide a remedial approach
- On a micro (minor home repairs/assistive technology) level there is Care & Repair
- At a quantum (individual factor) level there is emerging good practice around brief intervention strategies



## **Conclusion: We Are About Older People!**

- Care & Repair does what it says on the tin
- It provides an assessment, advice, referral, support and brokerage service, but also it delivers practical interventions
- When it is needed it is present in the homes of your Mams & Dads, Mamgus and Dadcus – and one day it might be you.....
- See us in action:

<https://www.youtube.com/watch?v=14rckn757QM>