



# Enabling Older People to Live Safely & Well at Home

A self training module for  
health, care & support staff.

Written by



Originally commissioned by



# About this training module

This self training module is for people who visit older people at home eg. health care staff, care workers, hospital visitors and voluntary sector to give general advice on a range of topics.

It will help you to develop your knowledge and skills by increasing your understanding of:

- *the effects of poor housing on people's health*
- *the simple actions that can be taken to improve housing conditions*
- *the organisations that can help to improve people's housing conditions*

When you have worked your way through the Toolkit you will be able to:

- *identify potential health hazards and problems in the home*
- *provide the people you visit with details about how to improve their health/reduce injury risk by dealing with these housing problems, and*
- *make referrals to those who can help them*

NOTE - Knowing where to look for information when you need it, rather than memorising facts, is the approach taken in the training.

*Some of the information about solutions applies only to England. The sections about health problems & housing defects are applicable in all of the countries of the UK.*

This module was originally commissioned by the Elderly Accommodation Council (**EAC**) an independent information service for older people, their families and carers about care and housing choices in later life.

The module has been produced by **Care & Repair England**, an independent charitable organisation which aims to improve older people's housing conditions.

[www.careandrepair-england.org.uk](http://www.careandrepair-england.org.uk).

## **Disclaimer**

Every effort has been made to ensure that the information in this module is accurate. However, Care & Repair England and EAC do not accept any responsibility for errors or omissions. This is a fast moving field – contacts, policy and practice are constantly changing. We would welcome any feedback about content, e.g. broken weblinks, organisational changes. Please email these to [info@careandrepair-england.org.uk](mailto:info@careandrepair-england.org.uk).

*Copyright © Care & Repair England and EAC 2014. No part of the document, including any illustrations or diagrams, may be reproduced in whole or in part without written permission of both EAC and Care & Repair England.*

*Care & Repair England is a Registered Society with Charitable Status Reg. No. 25121R*

*EAC is a Registered Charity No. 292552*

*Updated 2020.*

# What does this training module cover?

The Module is organised  
into 3 sessions

**Session 1:** Why does housing matter to health?

4

**Session 2:** Identifying physical housing problems

8

**Session 3:** Finding solutions

14



# Session 1

## Why does housing matter to health?

### **Housing directly impacts on mental and physical health & well-being**

Many common chronic health problems are caused or made worse by aspects of people's homes.

As we get older, and hence more likely to have chronic health problems as well as spending most of our time at home, the condition of our housing becomes increasingly important to our health.

### **Poor or unsuitable housing may be the reason a person cannot be discharged from hospital, or the cause of readmission**

In most places there is a high demand for hospital beds and hence pressure to discharge patients who no longer have a medical need to be in hospital.

However, readmission rates are high, and it is increasingly being recognised that effective integration of health care, social care and housing is necessary to enable older people to return to living safely and well at home.

The standard and suitability of the older person's home is therefore crucial. Sending someone to live in a cold, damp property, or to sleep on the sofa with a commode in the corner, is more likely to result in readmission.

Putting the house in better order through even simple repairs & adaptations is good for patients' health. It also potentially saves money e.g. reducing care packages (e.g. putting in an accessible shower instead of strip washing by paid carers), or reducing readmissions (e.g. grab rails reducing risk of falls)

# Why does housing matter to health?

- The vast majority of older people live at home in ordinary housing and many face daily risks to their health and safety in their home e.g. falls.
- There is a measurable link between housing features and common chronic conditions.
- Enabling more older people to live safely & well at home is not only important because it saves the NHS and Social Services money, but also because it improves older people's lives.

## Why is living safely & well at home important to older people?

### Independent living is important for all of us

Maintaining independence is a key objective for most people as they get older. Living in one's own home for as long as possible is often seen as key to retaining that independence.

Being able to decide where and how we live is also important to our sense of personal control.

However, for some people the ability to live independently is affected by deteriorating health, reduced mobility, isolation and/or low income. These difficulties may be exacerbated by poor housing conditions, so conversely, the experience of living independently can be improved by tackling housing problems.

### Where we live is central to our sense of who we are

*'People's attachment to their home, their identity and their sense of self worth are (closely connected)'*

*In old age, people see housing as possibly the most essential factor in whether they will be able to manage and live well'*

These are some of the conclusions of a large scale study of older people *'Homing in on Housing'*, Clough, Leamy, Bright 2003

### We can learn to help people find ways to improve their housing - we don't have to do it all

Recognising when poor housing is affecting a person's health is an important skill. However, once you have made the connection you don't have to take on all of the housing problems by yourself. Knowing how to sign-post people to specialist agencies can make a real difference to their prospects for staying safe and healthy in their own homes.

*See Appendix A for an 'at a glance' summary of the main health & housing links*

# Moving Home or Staying Put?

For most older people their preferred option is to live independently in their current home for as long as possible. Adaptations, repairs and services can all enable this.

For some older people moving out of their current home to a different property, sometimes to specialist housing such as sheltered or extra care, may enhance their ability to live independently.

A minority will move to residential or nursing care.

The factors that influence the decision to stay put or move can be complex, and there may be many factors and alternatives to consider.

## Factors that influence the decision

The housing factors which will determine whether an older person lives safely and well at home, or whether moving is preferable or even possible, will depend upon their housing tenure (*home owner vs tenant*), financial circumstances (*what can they afford by way of repairs, adaptations, services or alternative housing*) and what help is available (*from family, friends or professional services*).

Talking to someone who is impartial and independent can be helpful as there are many factors influencing the person's decision such as:

- The pressure to go for the fastest housing solution if rapid hospital discharge is a driving force
- Families concerns about the older person living alone so they want them to move to supported housing
- Less benign family interests e.g. in the value of a property
- Pressure from a landlord to vacate a property

## Who can help?

Elderly Accommodation Counsel (EAC) aims to help people get the housing, help or care they need to live as independently and comfortably as possible.

Their online information includes:

- A housing options decision making tool HOOP [www.hoop.eac.org.uk/hooptool/](http://www.hoop.eac.org.uk/hooptool/) -based on a series of questions that an older person can work through. 'HOOP' is designed to help older people think about their home, how well it works for them, how to tackle any problems and whether to consider moving home.
- A database of alternative housing and care services [www.housingcare.org](http://www.housingcare.org)

Silverlinks self help information includes a workbook to help people plan ahead for their housing and care, plus other specific guides e.g. for carers [www.silverlinksprogramme.wordpress.com/resources-for-older-people/](http://www.silverlinksprogramme.wordpress.com/resources-for-older-people/)

# Session 2

## Identifying physical housing problems

### Housing effects on health

#### Housing Characteristic

- Cold
- Damp or condensation, sometimes with mould growth
- Poor ventilation
- Inadequate heating e.g. using stand alone heaters in the living room

- Old wiring eg old style of sockets or switches
- Trailing wires/overloaded sockets

- Poor lighting/dimly lit stairs and corridors
- Ragged or loose carpets/scattered rugs & mats
- Uneven stairs/lack of handrail

- Inadequate food preparation facilities

- Inadequate bathing and hand washing facilities

#### Related Health Risks

- Respiratory (COPD, asthma etc)
- Cardiovascular disease (e.g. heart problems, stroke)
- Arthritis & rheumatism
- Mental health problems
- Hypothermia
- Increased falls risk

- Falls
- Accidents/falls if sockets and switches are poorly located
- Injury caused by electric shocks or house fires
- Depression and anxiety due to worry about these risks

- Falls

- Increased risk of gastric problems, health problems related to poor diet

- Higher risk of infection/contamination
- Depression and anxiety due to worry about these risks

Also See Appendix A for additional information

# Identifying physical housing problems

## Housing effects on health

### Some features in more detail

#### ■ Cold has a serious effect on cardiovascular conditions

Blood pressure increases when temperatures fall below 12°C and the risk of heart attack or stroke increases as blood pressure rises.

According to the NHS between 18°C and 21°C is a healthy room temperature. Below 9°C poses the risk of hypothermia and death.

Higher rates of illness, hypothermia and death during the winter months are linked to cold, damp homes. Statistics published by the Office for National Statistics show that the mortality rate increases during the winter months for people aged over 65 years. Excess Winter Deaths in the UK are greater than those in other European countries, even those where the winters are longer and colder.

#### ■ Dampness & condensation

The spores from mould growth can aggravate eye and skin conditions as well as affecting respiratory problems.

#### ■ Defective electrics

At least one person in the UK dies each week from an electrical accident and nearly 1,000 are injured every day.

#### ■ Steps and stairs

Most home accidents take place on stairs and steps. The risk is increased by poor lighting, loose or worn carpets, lack of a banister and grabrails.

#### ■ Bathroom

The most commonly reported problems when older people make inquiries about home adaptations concern bathing and using the toilet.

Equipment and adaptations e.g. raised toilet seat, grab rails, putting in a level shower instead of a bath can greatly reduce risk.



# Identifying physical housing problems

## Housing effects on health

### ■ Carbon Monoxide (CO) poisoning

CO is an odourless, colourless gas. It causes symptoms which are very similar to many other conditions and include:

- Drowsiness/dizziness
- Headaches & nausea
- Confusion
- Tiredness
- Chest pains/breathing problems

Exposure to even low levels can cause brain damage or death.

Around 4,000 people attend accident and emergency departments in England each year because of carbon monoxide poisoning.

Indicators of dangerous physical faults include:

- Black soot or stain marks on gas appliance
- Yellow or orange lazy flame on gas fire – it should be ‘crisp’ and blue
- Excessive condensation
- High level of particulates e.g. from solid fuel & wood stoves

### Mental health problems

Are of as much concern as the physical effects of poor housing. Worry and anxiety about a home which is in need of repair can have a major impact on an older person’s mental health. Living in a home which is cold, damp, in a poor state of repair or decoration can also contribute to depression.

The poor state of their home may also result in an older person becoming isolated because they do not wish visitors to see the conditions in which they are living.

Worry and fear about accidents e.g. because of not being able to go up and down the stairs or to use the bath to keep clean, can also have a very negative impact on mental health.

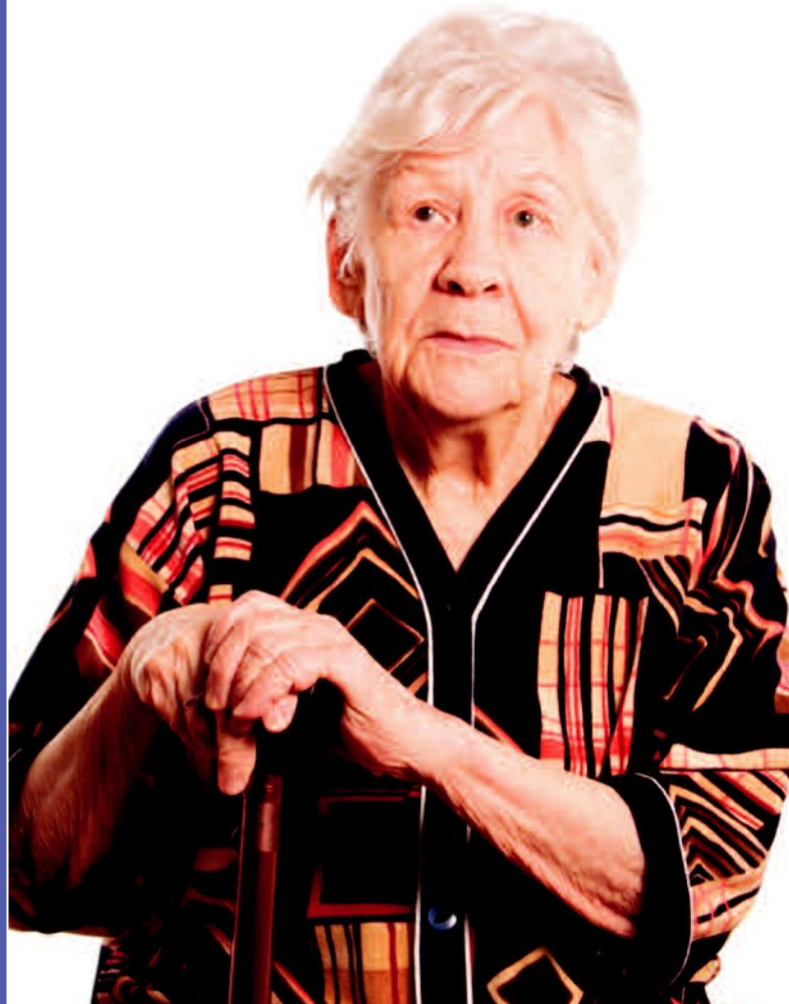
Carrying out the repairs and adaptations and making an older person feel that they have someone to turn to should they have a housing problem can have a greater positive effect on mental health generally than on any one physical health problem.

# Session 3

## Finding solutions

*In this session we take a broad look at some of the main remedial measures for common housing defects & shortcomings.*

*The schemes & services that offer practical help are listed in Appendix B and C.*



# Finding solutions

## Adaptations and equipment

Adapting a home or installing special equipment can make a radical difference to an older person's well-being and ability to live independently.

Risk of falls and accidents can be reduced and mental well-being improved.

### Bathing adaptations

One of the commonest physical problems at home that older people face is difficulty with getting in and out of the bath safely.

Simple equipment such as a raised bath seat or a fully adapted level access shower can make a radical difference to an older person's life.

How a person goes about obtaining advice and information about the best technical solution or finds help with meeting the cost or ensuring that a suitable builder does the work well, varies from area to area, but below we set out the main sources of help.

### Smaller items of equipment and small adaptations (under £1,000)

These should be available free of charge for anyone assessed as needing them from a service run jointly by health and social services sometimes called the Integrated Community Equipment Service (ICES).

Minor adaptations such as grab rails and hand rails around the home may also be provided by ICES. Very often an 'occupational therapist' (OT) will visit a person to assess what they need.

Fast track minor adaptations services are very often now linked to hospitals. These may be run by the local home improvement agency, Age UK other charity or commercial organisation.

Sometimes people are able to meet the relatively small cost of a minor adaptation and choose to organise it for themselves. In such cases it can be helpful if a person gets some independent information about what is possible.

Having a look at what is available in a local Disabled Living Centre, if one is available, can be a useful first step.

The Disabled Living Foundation ([www.dlf.org.uk](http://www.dlf.org.uk) 0300 999 0004) offers impartial advice about equipment, adaptations & services to make living independently at home safer

Social services or the local health service should be able to advise on how to obtain these.

# Finding solutions

## Adaptations and equipment



### Major adaptations

How a person goes about finding help with more major adaptations depends upon the type of housing they live in and where they live.

For technical information, the Disabled Living Foundation and Disabled Living Centres mentioned above are a useful starting point.

Many Home Improvement Agencies (HIAs) offer help to organise & carry out home adaptations. Some also carry out related practical work on the home e.g. home safety checks and remedial measures. To find out if you have a local HIA go to [www.findmyhia.org.uk](http://www.findmyhia.org.uk)

The Disabled Facilities Grant (DFG) is a national grant to help with the cost of adaptations i.e. it should be available in every area and the same criteria and means test applied in all parts of the country.

It is a means tested grant i.e. whether or not a person gets a grant and how much they get depends upon their income and savings. The grant may pay for all or part of the necessary adaptation.

The local housing authority administers the grant, usually the environmental health department. However the social services occupational therapist is usually involved in the process because they make the recommendation about what the person needs to the housing authority.

Social services are also responsible for ensuring that a disabled person obtains the help that they need with regard to adaptations, but the law around how much they have to actually pay for or provide adaptations is complex.

The Disability Rights Handbook is a useful guide to DFGs and other rights for disabled people. Your library may have a copy or it can be obtained from Disability Rights UK [www.disabilityrightsuk.org/shop/disability-rights-handbook-2020-2021](http://www.disabilityrightsuk.org/shop/disability-rights-handbook-2020-2021)

# Finding solutions

## Dealing with damp, condensation and mould growth

The cause of the damp problem will determine the right building solution so a basic understanding of the different types of damp and causes of condensation is a useful starting point.

### Main causes of damp

#### Penetrating damp

You may see isolated damp patches on walls & ceilings, sometimes with mould growth. Rainwater is getting into the fabric of the home through defects in the walls, render, joints, roof, chimney stacks, flashings etc. One common cause is blockage of gutters or down-pipes which results in rainwater running down the outside walls. If left untreated major damage can be caused e.g. rotting structural timbers.

#### **ACTION:**

The cause of water penetration needs to be repaired as soon as possible.

It may also be necessary to remove and replace internal plaster work and affected timber.

#### Rising damp

This is usually caused by lack of an effective barrier ('a damp proof course' or DPC) between the water in the ground and the walls of the home. Water soaks up the wall leaving a 'tide mark' on the inside wall (*not usually more than 1 metre high*).

#### **ACTION:**

There may be a simple solution such as clearing away debris & soil at the base of the outside walls which could be covering or 'bridging' the DPC.

To repair, improve or even install a DPC is a more technical (and expensive) job. If the householder is a tenant it is the landlords responsibility to organise the repair. In the case of a home owner the local home improvement agency may help.

#### Plumbing defects

Even a minor leak in water or waste pipes can cause a significant damp patch.

#### **ACTION:**

If the leak is rapid turn off the water supply at the stopcock. It is important to locate the defect and organise the repair of leaks straight away.

# Finding solutions

## Dealing with damp, condensation and mould growth

### Main causes of condensation

Condensation occurs when warm, moist air meets a cold surface. This may result in black or green mould growth. Causes include:

- An excess of water vapour in the air
- Cold surfaces e.g. poorly insulated walls
- Inadequate home heating resulting in the fabric of the building being cold

### ACTION:

It is important for the householder to reduce the amount of water vapour in the home. The main ways to do this are:

- as far as possible it is best to avoid drying wet washing inside the home, especially in poorly ventilated areas. If unavoidable, drying clothes in the bathroom with the door closed and window open can help.
- cover pans when cooking liquids e.g. boiling vegetables
- avoid using calor gas or paraffin - both produce large amounts of water vapour
- increase ventilation, especially in kitchen and bathrooms. Encourage people to open windows and turn on extractors where these are available
- improved insulation, particularly in lofts and walls, can reduce the 'cold spots' where mould growth occurs
- if the householder can maintain a slightly higher, more constant background temperature this can avoid cooling down the main fabric of the building

### Who can help?

Shelter & CAB can advise tenants about landlord's repair obligations. For home owners, home improvement agencies may offer technical advice & help to find builders. Your Local Authority may also have grants available to support this area of work.

### Want to find out more?

Here are a few sources of technical information about damp and condensation

- World Health Organisation  
[www.euro.who.int/en/home](http://www.euro.who.int/en/home)  
for brochure '*Damp and mould: health risks, prevention and remedial action*'
- Building Research Establishment sells technical guides [www.brebookshop.com](http://www.brebookshop.com)

# Finding solutions

## Cold homes with poor or unsafe heating



### Cold homes

Homes are cold because:

- The home is poorly insulated so expensive heat is escaping
- There is an inadequate or inefficient heating system
- The person is not turning on the available heating due to worry about cost

#### **ACTION:**

- Improve the insulation
- Improve or replace the inefficient heating system
- Claim benefits to help people to meet the cost of heating

Often the poorest people are getting the least heat for their money e.g. if they have to use a prepayment meter, if they don't have access to the internet to search for the best tariff or have no alternative because of where they live e.g. rural homes having to use oil.

To get the most heat for their money it is important that people check:

- Are they on the best possible tariff?
- Using the most efficient fuel?

Sources of price comparison include [MoneySavingExpert.com](http://MoneySavingExpert.com), [which.co.uk/switch/energy-advice](http://which.co.uk/switch/energy-advice) or [energysavingtrust.org.uk](http://energysavingtrust.org.uk)

### Who can help?

Contact your Local Authority to see if they offer any energy efficiency schemes and financial support

The Energy Saving Trust

[www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

0300 123 1234

provides advice and information on energy efficiency programmes and financial support.

Homes which are too warm also cause health problems. Many of the remedies are the same - improve insulation and ventilation. The NHS website [www.nhs.uk](http://www.nhs.uk) includes Heatwave information.

### Defective or dangerous electrics

Look out for extensive use of multiple adaptors/trailing extensions as this may indicate lack of sockets and subsequent overloading. Old style switches, sockets & light fittings indicate that wiring is out of date. Burning smells from, or discoloration of, sockets and appliances are also a cause for concern.

# Finding solutions

## Cold homes with poor or unsafe heating

### ACTION:

Defective wiring increases fire risk so as an absolute minimum check that the person has a working smoke alarm (the Fire Service may help).

The electricity supplier may offer a free safety check to vulnerable customers (usually includes older people) but do consider what can be done if the system is condemned as unsafe e.g. the gas fire or central heating turned off. Some will offer temporary emergency heating but not all. The local HIA or Age UK may operate an emergency heating service.

If a full rewire is needed this is expensive. The local HIA may be able to help. When having the home rewired it can be useful to consider raising sockets and lowering switches to make them more easy to reach thereby reduce falls risk.

### Who can help

Electrical Safety First [www.esc.org.uk](http://www.esc.org.uk) offers safety advice – leaflets, a calculator to check overloading of sockets and a free smartphone app to run a simple visual check of home electrics.

The Fire Service's free home fire safety checks include electrical safety  
[www.fireservice.co.uk/safety/hfsc](http://www.fireservice.co.uk/safety/hfsc)

The local Age UK and home improvement agency may offer handyman services for small jobs or run a trusted trader register to find suitably qualified electricians.

### Defective gas or solid fuel appliances

Look out for black soot or stain marks on gas appliance, yellow or orange lazy flame on gas fire – it should be 'crisp' and blue. High level of particulates e.g. from solid fuel & wood stoves are also a cause for concern.

### ACTION:

A carbon monoxide detector is highly recommended as a minimum measure. It is best if people have gas appliances checked regularly by qualified installers who must be listed on [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

Regular sweeping and cleaning out of chimneys, flues and solid fuel appliances is also necessary to keep them safe.

CO and Gas Safety Society [www.co-gassafety.co.uk/](http://www.co-gassafety.co.uk/) and Gas Safe Charity [www.gassafecharity.org.uk/](http://www.gassafecharity.org.uk/)



# Finding solutions

## Home security



### Home security

Fear of burglary, and worries about security, have a significant effect upon the well-being of older people, but are often hidden. Anxiety about windows and doors that are insecure can cause sleeping problems and depression. The installation of locks and security devices are often easy and relatively cheap, but people are not always aware of the help which may be available.

What to look out for:

- Doors that do not close and lock
- Broken windows or windows without locks
- Broken garden fences and gates
- Unkempt gardens that can give potential burglars a clue that the householder is an older, vulnerable person.

#### **ACTION:**

Improving security through repairs or improvements to locks on doors and windows is a first stop. HIAs/Age UKs/local police may offer advice and practical help with these. The HIA or Age UK may also offer help to clear gardens, repair fences, gates and walls, or at least may have lists of reputable traders who can offer these services.

# Appendix A Housing & Health Links: Practitioners Checklist

Health Risk	Housing Link	Possible action	Who may help?
ACCIDENTS	Home accidents caused by environmental hazards are most common amongst older people and very young children, especially in low income households.	Many areas have accident prevention, home safety check or falls prevention schemes. People are usually visited in their home and major hazards identified. Some offer free or low cost remedial help, e.g. small repairs or adaptations.	HIA Age UK (see codes below on page 27)
GENERAL	Burns, scalds, falls.	Safety check with installation of remedial measures.	HIA Age UK
FALLS	Most falls are on stairs/steps and amongst people 75yrs+.	Falls services may make improvements to the home, suggest exercise programmes and check use of medication.	HIA AgeUK CCG
FIRES	Fires are largely caused accidentally, with most injuries resulting from smoke inhalation.	Fire services and some voluntary organisations give out free smoke alarms to vulnerable households.	FS HIA AgeUK
CARBON MONOXIDE	Low level CO poisoning symptoms may be mistaken for viral infection eg. nausea, headaches, chest pain. Faulty gas fires and blocked chimneys are the main cause.	Carbon monoxide detectors can be installed by some safety check schemes. Contact the landlord or fuel utility company for a gas safety check/to arrange servicing of equipment, cleaning of chimneys and flues.	HIA AgeUK LL
ELECTRICITY	Risk of injury caused by electric shock or fire, trip hazard from trailing wires where sockets are overloaded.	Fuel utility safety check. Landlord requested to act. Obtain help to organise rewiring.	LL HIA HAC
INFECTIONS	Inadequate, old and un-hygienic food preparation and washing facilities can add to risk of infections and gastric illness, particularly amongst older people and children.	Improve kitchen and bathroom facilities. Landlords responsible for this in case of rented homes.	HIA LA LL
ANXIETY AND DEPRESSION	Worry about crime, harassment, vandalism. Overcrowding. Worry about home repairs or managing at home. Money/Debt.	Install security measures. Re-housing. Repair/adapt/move home. Financial advice.	HIA LA HAC HIA AgeUK CAB

# Appendix A Housing & Health Links: Practitioners Checklist (continued)

Health Risk	Housing Link	Possible action	Who may help?
CANCERS	Radon gas exposure increases lung cancer risk.	Increase underfloor ventilation.	LA HIA
CIRCULATORY ILLNESS	Cold homes with inadequate insulation and heating can cause cold related medical problems, particularly in older people. Mortality from ischaemic heart disease and cerebrovascular disease accounts for about half of all excess cold related deaths.	Improve heating and ventilation. Financial advice (to increase income to pay for heating).	HIA AgeUK LL LA CAB
DISABILITY	Mobility problems around the home can increase accident risk and depression.	Home Adaptations.	FS HIA AgeUK
RESPIRATORY ILLNESS	Damp homes and condensation may promote mould growth and dust mites, causing respiratory problems, especially among young children, older people and allergy sufferers.  Restricted ventilation can increase health damage by pollutants, is linked to increase in eye and nasal infections, headaches and tiredness.  Overcrowding is associated with increased risk of disease.	Improve heating and ventilation. Deal with cause of damp. Reduce moisture level in home.  Re-housing.	HIA AgeUK LL CAB  HAC

# Appendix B

## A-Z of who may help



### **Elderly Accommodation Council (EAC)**

Online service provides comprehensive, information about sources of care, support and housing for older people. EAC also provides an online HOOP tool to help people think about different aspects of their home, how well it suits them and possible options: [hoop.eac.org.uk](http://hoop.eac.org.uk)

[www.housingcare.org](http://www.housingcare.org)

### **Age UK**

National information and fact sheets  
[www.ageuk.org.uk](http://www.ageuk.org.uk) Advice Line: 0800 678 1602. Local Age UKs may offer financial advice and practical services.

### **CAB Citizens Advice Bureau**

Local CAB provide free advice on wide range of subjects. On-line Advice Guide:  
[www.citizensadvice.org.uk/](http://www.citizensadvice.org.uk/)

### **DLC Disabled Living Centres/ Disabled Living Foundation**

Some areas have display centres where disabled people can see & try out equipment. DLF gives advice about equipment, adaptations & services to make living independently at home safer  
[www.dlf.org.uk](http://www.dlf.org.uk) 0300 999 0004

### **FS Fire Service**

Local Fire Service can give advice about most fire safety matters, sometimes including installation of smoke alarms and related practical help.

### **HAC Housing Advice Centres**

Local HACs can give advice about most housing matters but most often deal with landlord and tenant problems, homelessness and re-housing.

### **HIA Home Improvement Agencies**

These are the main source of housing help for owner occupiers. May be known as Care & Repair or Staying Put, these local services help older and disabled people with home repairs and adaptations. Many run small repair, adaptation, security, safety and falls check schemes. To find your local HIA:  
[www.findmyhia.org.uk/](http://www.findmyhia.org.uk/)

### **LA Local Authority**

Responsible for repair and adaptation of council housing. Environmental health department usually administers grants for adaptations, occasional help to owner occupiers with repairs and enforce law concerning private landlords and disrepair.

### **LL Landlords**

The way that you can help people with their housing problem will usually be different for tenants and owner occupiers. The landlord is responsible for maintenance of most aspects of the properties that they rent out and will usually be the first organisation to contact about disrepair.

### **CCG Clinical Commissioning Groups**

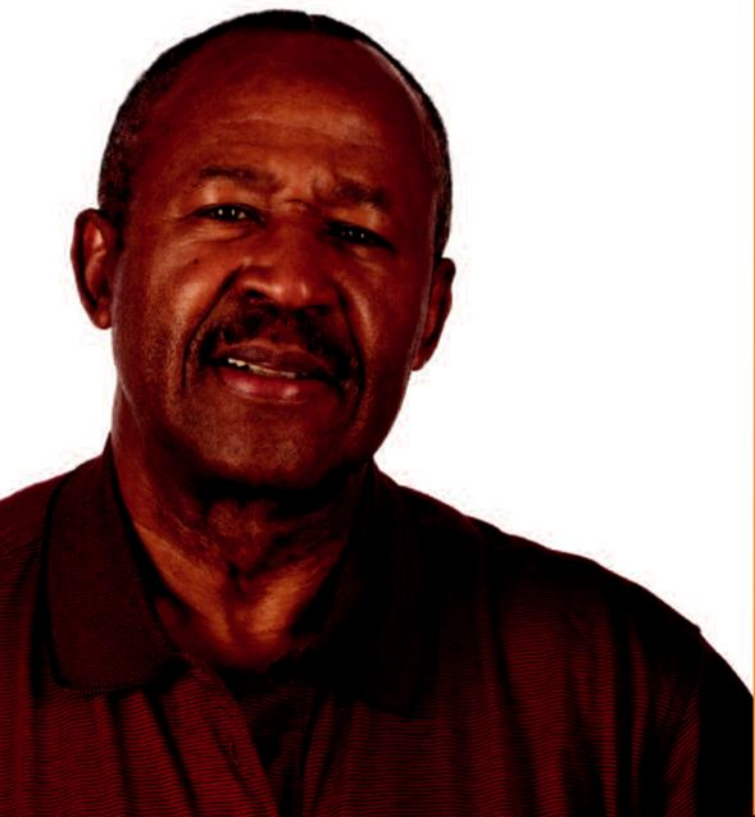
May be the commissioners of falls prevention services. Also have wider public health responsibilities.

### **SS Social Services**

Social Services occupational therapists are usually the main route to obtaining help with, advice about and grants for adaptations.

# Appendix C

## A-Z of Sources of help



### Home Repairs & Adaptations

**Home Improvement Agencies (HIAs)** [www.findmyhia.org.uk/](http://www.findmyhia.org.uk/)

HIAs offer help to organise & carry out home repairs, adaptations and related practical work on home.

**Disabled Living Foundation** [www.dlf.org.uk](http://www.dlf.org.uk) 0300 999 0004

Advice about equipment, adaptations & services to make living independently at home safer.

**Which?** Run a Trusted Trader scheme [www.which.co.uk](http://www.which.co.uk)

**TrustMark** [www.trustmark.org.uk](http://www.trustmark.org.uk) is a government endorsed Trusted Trader scheme.

Your local Trading Standards/HIA or Age UK may also run a Trusted Trader scheme.

### Energy Advice

**The Energy Saving Trust** [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)

Provides advice and information on energy efficiency programmes.

**National Energy Action** [www.nea.org.uk/advice](http://www.nea.org.uk/advice)

Aims to eradicate fuel poverty. Range of practical information available on website.

**Simple Energy Advice** [www.simpleenergyadvice.org.uk](http://www.simpleenergyadvice.org.uk) 0800 444 202

Energy efficiency advice for your home

### Advice for Older People

**Age UK** [www.ageuk.org.uk](http://www.ageuk.org.uk) Advice Line: 0800 678 1602

Wide range of free information - Tel advice, website, factsheets and via local Age UK groups.

**Independent Age** [www.independentage.org.uk](http://www.independentage.org.uk) Advice Line: 0800 319 6789

Free tel advice, factsheets & website on home care, care homes and many related matters.

**Turn2Us** [www.turn2us.org.uk](http://www.turn2us.org.uk) Advice Line: 0808 802 2000

Help to access welfare benefits, charitable grants & financial help online, by phone via partners.

**Citizens Advice (CAB)** On-line Advice Guide: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Local CAB provide free advice on a wide range of subjects via website and local bureau.

### Housing & Care Options Info

**Elderly Accommodation Council (EAC)** [www.housingcare.org](http://www.housingcare.org) . Online Information about all aspects of accommodation, care & support, factsheets and dedicated website.