

# Ideas into action



**Annual  
Review  
2002**

# Welcome to our annual review

It's been a very successful and eventful year at Care & Repair England.



This year Care & Repair England has really **made an impact**, particularly on the burning issue of linking housing and health.

*On the Mend*, our study of hospital discharge services, has generated a tremendous level of interest including invitations to give verbal evidence to the House of Commons Health Committee and address a series of seminars and conferences.

With regard to the development of new services, another success story of the year is *Should I Stay or Should I Go*. This will greatly improve older people's access to information and help when they need to move home. We are grateful to each of the organisations that are working in partnership with us to make this a major national initiative.

Care & Repair England's four strategic aims continue to give a clear focus to our work.

Seeking to improve people's lives by what we do and how we do it must always underline the work of Care & Repair England. Aiming to make our streets and neighbourhoods a better place in which to live provides not only public benefit, but is the reason for our continued existence.

Peter Archer,  
Chair of Care & Repair England

## Strategic aims

Care & Repair will:

- *Raise awareness of the scale and nature of the impact of poor and unsuitable housing on the health and well being of older and disabled people and influence change, particularly in the health sector.*
- *Develop and promote new and diverse services which help to address the needs of older and disabled people in poor housing.*
- *Encourage the participation of service users in the development and delivery of any of the services it may promote.*
- *Aim to increase the involvement of older and disabled people in policy setting and decision making.*

## Values

Care & Repair believes in the importance of:

- *Working directly with people who are affected by poor or inadequate housing conditions to develop solutions to their housing problems .*
- *Enabling people to live independent lives in their own homes for as long as they wish.*
- *Addressing housing, health and social care issues in ways that improve people's whole quality of life.*
- *Actively encouraging effective participation of constituents in the activities, service delivery and decision making of Care & Repair.*
- *Actively promoting and implementing good equal opportunities and anti-discrimination practice in relation to age, disability, faith, race or sexual orientation.*

## Looking Forward

In addition to our ongoing advice, information and advocacy work we are planning further initiatives:

### 'Healthy Homes, Healthier People'

- *Launch and promote an information pack for the health sector*

### 'Should I Stay or Should I Go'

- *further develop this major programme of work to enable older people make informed choices about moving home*

### 'Housing Action Pack'

- *develop resources to encourage and enable older people's groups to take a positive role in the creation of local older people's housing strategies and services*

### 'Regeneration'

- *work with Better Government for Older People and other key partners to promote the active inclusion of older and disabled people in regeneration areas.*

# On the mend

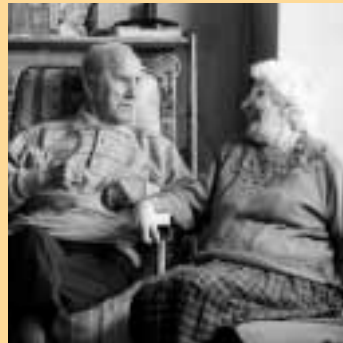
## HOSPITAL DISCHARGE SERVICES



**Many older and disabled people are leaving hospital and returning to homes that are cold, damp, unfit and poorly adapted.**

As a follow on from its report *'Making the Links'* (a study of services which cross the boundaries of housing, health and social care), Care & Repair England has looked in detail at the work of 'hospital discharge services'.

In the resulting report, *'On the Mend'*, the value of such services to promoting independent living and improving hospital discharge arrangements was clearly demonstrated. As well as making a great difference to the lives of individuals, such schemes are meeting the broad aims of the national health and social policy agenda and helping people to live in their own homes for longer.



*'On the Mend'* has attracted a great deal of interest and Care & Repair England has given presentations to senior Department of Health policy makers, home improvement agency managers, policy makers in Hartlepool, delegates at a national housing, care & support conference and to primary care group commissioners. Evidence was presented to the House of Commons Health Committee Inquiry into Delayed Discharge.

***"Making sure that people's homes are properly adapted and repaired can make all the difference to being able to live independently."***

**David Hinchliffe MP,  
Chair of the Health Committee**

***"I was so upset that I might have to leave the home that I loved so much. Now I can wash whenever I want and sleep in my own bedroom."***

**Mrs Evelyn Woods talking about the Hackney Staying Put Hospital Discharge Service**

***"I am sure that On the Mend will inspire commissioners and providers across the country to look very seriously at the development of a hospital discharge service in their area."***

**Professor  
Ian Philip,  
Head of Older  
People's  
Services at the  
Department  
of Health**



*Professor Ian Philip, Mrs Woods, David Hinchliffe MP  
Mr O'Mard at the launch of 'On the Mend'.*



# Should I stay or should I go

HOUSING INFORMATION, ADVICE AND SUPPORT SERVICES FOR OLDER PEOPLE.

**Whilst living in your own home for as long as possible is the aim of the majority of older people, the time may come when that home is no longer suitable. Instead of being a place of comfort and security, it may become a millstone and hinder a person's ability to live independently.**

**90% of older people live in the general housing stock**

**70% of older people are owner occupiers**

The need for impartial information and advice about housing options and practical help with moving, has been expressed strongly by older people attending Care & Repair England events over the past 2 years.

The success of the Bristol Care & Repair and Birmingham Staying Put pilot 'Move-On' services has highlighted the enormous potential for this type of housing help.

Care & Repair England has worked with a spectrum of national organisations to take forward the idea of *Should I Stay or Should I Go*. It is now developing, promoting and supporting local 'housing options' services which help older and disabled people make informed choices about moving home when staying in their current home becomes too difficult.

**The national programme will;**

- *help and encourage the development of local housing options services*
- *create a databank of models and resources for anyone wishing to set up a local service*
- *develop an evidence base through comprehensive monitoring and evaluation*
- *promote the resulting findings at a national policy level*

***"Effective and timely housing information and advice plays a key role in enabling older people to access the kind of housing support and care that meets their needs and preferences."***

Quality and Choice for Older People's Housing DoH/ DETR

*A serious house fire in the home of two older women in their 80s, resulted in both being admitted to hospital. One woman suffered major burns and remained in hospital for a number of weeks.*

*After the fire, it was apparent that the house needed a considerable amount of renovation and that it would no longer be a suitable place for them both to live.*

*The women had no family to help them so the Move On project enabled them to explore their housing options and deal with the complexities of insurance claims, selling a house which was uninhabitable, dealing with solicitors, insurance loss adjusters and estate agents. The project worker was also able to spend time with each person and organise visits to*

*possible housing. It emerged that the two women were not finding it easy to live together, and that they would be happier in separate accommodation. As a result of the project's help, one woman moved into sheltered accommodation provided for people of similar ethnic origin. She was very happy to be with other people she could relate to. The other chose to move into a flat in a different sheltered scheme in another area.*

*The Move On project gave each woman the practical support, information, advice and time that they needed in order to sort out for themselves the best housing solution.*

*Bristol Care & Repair Move On Service*

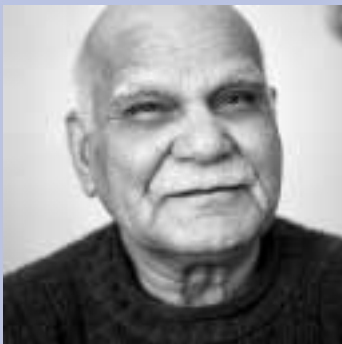


# Spreading the word

INFORMATION

## IN GOOD REPAIR

**For many older and disabled people organising essential home repairs and adaptations can be a major worry. Finding the money, finding a trustworthy builder and making sure that a job is done properly can be difficult for anyone, let alone someone living alone, perhaps with a disability and living on a low income.**



*'In Good Repair',* Care & Repair England's self help guide to repairs and adaptations for older and disabled people, continues to be in high demand. Its endorsement by Tommy Walsh, of TV's 'Ground Force' has ensured ongoing media attention with local radio interviews and magazine features continuing throughout the year.



***"Housing is a key factor in enabling people to live independently"***

David Drew MP for Stroud and supporter of Care & Repair England



## UPDATE

Keeping up to date in a fast moving world can be a challenge. People at the forefront of joint work with housing, health and social care face the added difficulty of trying to keep abreast of changes in three sectors.

Care & Repair England's quarterly *'News and Policy Update'* goes out to over 1000 people across the voluntary, statutory and academic sectors and provides a unique digest for those working with older and disabled people living in private sector housing.

There is increasing use of our *Website*, particularly for *Facts And Figures* and commentary on major new developments in legislation and policy.

***"This is really useful. I don't have time to read everything that comes through the post, so this gives me a digest of what is important."***

***"Update is always a good read – succinct and full of things one really wants to know."***



# The message

FRESH THINKING AND NEW IDEAS

**As the number of older people living in Britain continues to rise, the impact of this trend on the health service and pensions has a high profile. Yet housing a growing older population rarely hits the headlines, except in terms of a crisis in residential care homes.**

Care & Repair England organised a national seminar, *'Older People's Housing: In Search of Fresh Thinking and New Ideas'*, for key policy makers and academics. It was addressed by Lord Richard Best, Director of the Joseph Rowntree Foundation.

A brochure of the same name was published to stimulate debate amongst MPs, local councillors and non-specialists with influence over housing provision.

***"Most older people who remain in their own homes may need some care or some repairs done at some time. This is very much a forgotten area."***



Lord Richard Best,  
Director of the Joseph  
Rowntree Foundation

## PRIVATE SECTOR DISREPAIR

Care & Repair England has continued to put forward the message that most unfit housing is in the private sector and that the Government's *'Decent Homes'* standard and targets should also be applied to this sector.

Care & Repair England commissioned and published a short analysis of trends in private sector renewal grant activity. This revealed a significant downward trend in grants for home improvement and repairs.

Care & Repair England has contributed to the debate about the major changes underway in provision of help for low income owner occupiers and private tenants, particularly with regard to equity release. We will continue to comment on the fundamental changes underway, highlighting and promoting examples of good practice.

## MAKING CONNECTIONS

A key part of Care & Repair England's strategy with regard to influencing the policy agenda around older and disabled people's housing is to work in partnership with other organisations.

Care & Repair England has formed a strategic partnership with Better



Government for Older People and has taken part in their national and regional seminars and events.

Both organisations are committed to the active engagement of older people in decision making. Each is keen to see the impact which older people's groups have had on social care and health replicated in the development of housing and regeneration initiatives.

Care & Repair England has taken an active role in a range of policy initiatives, consortia and committees (including Counsel and Care Research Advisory Group, Housing Corporation – review of older persons strategy, National Service Framework Voluntary Organisations Consortium, Equal Partnership) and continues to work closely on initiatives with many organisations including Elderly Accommodation Counsel, Help the Aged and Age Concern England.

***"The provision of care and support is critical to older people's quality of life and the key to effective care is the co-operation of everyone involved – health, social services and housing."***

Professor Ian Philp, Head Of Older Peoples Services, Department Of Health

# Management Committee

## **PETER ARCHER (CHAIR)**

A founder member of Care & Repair England and its Chair for the last 4 years. An environmental health officer by profession and now involved in regeneration and housing consultancy work. A former chair of the Chartered Institute of Environmental Health and currently a board member of Anchor Housing Trust. Major part of career spent working in the cities of Birmingham and Bristol.

## **LAURENCE SHURMAN (VICE CHAIR)**

Laurence is a retired solicitor; former Banking Ombudsman; Trustee - RSAS Age Care; Chairman - The Portman Group (drinks industry); Independent Complaints panel; school governor.

## **NILESH DHOLAKIA (TREASURER)**

Senior Management Accountant with the Foreign and Commonwealth Office. Nilesh has held various posts with the Institute of Chartered Accountants in England and Wales, the latest as Financial Controller for the organisation's commercial activities. Member of the Management Committee, Cancer Counselling Trust.

## **ANNE GLEESON (SECRETARY)**

Anne has been involved in the home improvement agency movement since 1984, initially with Anchor Trust and from 1992 - 2000 as Director of Bristol Care & Repair. Since 2001 Anne has been with the South Gloucestershire joint Health & Social Services planning team and doing project development on a freelance basis.

## **DR IAN P. DONALD**

Ian is a consultant physician for older people, and has worked at Gloucester Royal Hospital since 1988. He is enthusiastic about community care for older people, and care at the interface of primary and secondary care. Ian's research has been in the epidemiology of disability in older people, falling and intermediate care.

## **DAVID GARDINER**

David is the Chair of Lambeth Pensioners Forum and member of the National Better Government for Older People Advisory Group and its Health and Care Sub Group. He is a member of DoH/DTLR Housing And Older People Development Group. For many years

David was a member of the national TPAS Management Committee and of the DoE Advisory Group for the York University study into local authority and housing association housing management and a community director of Brixton Challenge.

## **TOM HOYES**

Vice President of Age Concern National Council; Board member of Anchor trust; adviser to HOPE (Housing of Older People in Europe) Network; member - Centre for Policy on Ageing, 'Experts Panel' EU Directorate of Employment, Industrial Relations and Social Affairs

## **KATHIE MARTIN**

Project Manager of Orbit Care & Repair Coventry for 11 years, managing 10 staff. Set up a handyperson and a hospital link scheme. Also Chair of Coventry Age Concern.

## **ANGELA NICHOLLS**

Angela has 25 years experience in social services departments in a variety of roles from social worker to senior manager. Since January 1998 Angela has worked as an independent consultant and researcher on a number of projects in the West Midlands, mainly concerned with services for older people.

## **ELIZABETH PHILLIPS**

Elizabeth has been Director of Age Concern Warwickshire for 11 years. Her role is to develop and manage a wide range of services across the county, including Warwick Care & Repair, which Elizabeth set up in 1995. Previously Elizabeth worked for a national housing association establishing and managing Care & Repair agencies across the country.

## **JEREMY PORTEUS**

Jeremy is the Senior Policy Manager in the Chief Executive's Unit at Anchor Trust. He manages the policy team and works closely on the housing, health and social care policy arena.

## **DEBORAH ROBINSON**

Deborah is the Longhurst Housing Association Care & Repair Manager. She has managed schemes for 11 years and Longhurst now has 4 home improvement agencies plus a number of handyperson/technician/safe and secure initiatives out of the scheme boundaries.

# Equal opportunities

## STATEMENT OF INTENT

*Care & Repair England believes that equal opportunities is important in order to enhance people's choice and dignity and enable them to live a more fulfilling life.*

*Care & Repair England recognises that people are discriminated against on the basis of colour, class, creed, ethnic or national origin, sex, age, disability, physical appearance or sexuality. The organisation is committed to counteracting such discrimination.*

*Care and Repair England is committed to the active promotion of equality of opportunity in every aspect of its operations. This includes development of policies, services provision, employment and management practices.*

## Acknowledgements

Care & Repair England wishes to thank all of those who have supported its work over the past year and would like to specifically acknowledge the contributions made by the following organisations:

- Anchor Trust
- The Baring Foundation
- The Beatrice Laing Trust
- Hact
- The HB Allen Charitable Trust
- John Lewis Partnership Charities Committee
- Lloyds/TSB Foundation
- Longhurst Housing Association
- Mars UK Ltd
- The Morgan Crucible Company plc
- The Office of the Deputy Prime Minister
- The Rank Foundation
- Securicor plc
- The Triangle Trust 1949 Fund
- The Tudor Trust

## PATRON

Care & Repair England also wishes to thank our patron, Baroness Greengross OBE. The support of the Baroness for the work of Care & Repair England is greatly appreciated by all of the Trustees and staff.



**“I wanted to get back to my own home as quickly as possible. I want to make my own decisions about what I do and I like to be self sufficient”**

Mr O'Mard, 90 yrs



### About Care & Repair England

Care & Repair England is a national charity established in 1986 to improve the housing and living conditions of older and disabled people.

OUR MISSION is to innovate, develop, promote and support housing policies and initiatives which help older and disabled people live independently in their homes for as long as they wish.

#### For further information contact:

**Care & Repair England,**  
Third Floor, Bridgford House,  
Pavilion Road, West Bridgford,  
Nottingham, NG2 5GJ

**Tel: 0115 982 1527 Fax: 0115 982 1529**  
**e-mail: [info@careandrepair-england.org.uk](mailto:info@careandrepair-england.org.uk)**  
**website: [www.careandrepair-england.org.uk](http://www.careandrepair-england.org.uk)**

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