



**Services for Older and Disabled People
and Children with Special Needs**

INTRODUCTION

The Devon Supporting People partnership has commissioned Devon and Cornwall Housing Association to deliver a consistent Home Improvement Agency service from April 3rd 2006 for a period of five years. The new Agency will be known as **Devon Care and Repair (DCR)** and will have a local team of staff based in each District Council area within Devon.

The Teams are based at::

Bideford
Barnstaple
Exeter
Ivybridge
Newton Abbot
Tavistock
Tiverton
Sidmouth

Each Team will provide a **one stop shop** for the delivery of services which help to keep people independent, safe and warm in their own homes and will offer:

- advice to older and disabled people and children with special needs including people with mental health and learning disabilities or to those who are caring for them
- information about the range of services available to help adapt, repair or improve homes and other housing options available to them
- help applying for grants and loans to fund the work, referring people to other sources of assistance when necessary
- practical help, giving advice and support throughout the duration of the scheme if this is needed by the client
- advice and assistance to people of all tenures and regardless of financial status
- clear information on eligibility criteria and any charging policies which are relevant to the individual or family

Improving Homes and Housing conditions in Devon

How you can help!

Throughout Devon there are people living in poor housing which is affecting their health and well being but who are often unaware of services which can help.

1. Decent Homes

Devon has many residents who are living in “non decent homes” and the government has set new targets for improving housing conditions by 2010. DCR has a major part to play in providing advice and information on home repairs and improvements, especially where no statutory grants are available. The symptoms of poor housing are easy to spot and include for example:

- Draughty or rotten windows
- Leaking gutters
- Patches of damp and mould growth
- Exposed and worn wiring cables etc.
- Broken paths or steps

2. Fuel poverty is defined as a household which needs to spend more than 10% of its disposable income on fuel to provide an adequate standard of warmth for health and comfort.

In Devon an average of 24% of households are living in fuel poverty (last available survey).

Those most at risk of fuel poverty are:

1. Older people - over half of households in fuel poverty are over 60
2. Families with young children
3. The long term sick or disabled

When visiting you may notice that:

- The house feels cold
- There is inadequate heating in the bathroom and kitchen
- The client is restricted to living in a small part of their home
- The central heating boiler is old and noisy
- Windows are rotten or draughty

Many of the householders living in non decent homes or experiencing fuel poverty may be known to you now or in the future.

Even if you are just visiting to assess for a minor adaptation **remember to check** whether the house appears in good repair and is warm. If you have

concerns ask the client if they would like some advice and simply refer them to the local team along with any other service request.

Services available from Devon Care and Repair

Advice and Information	Minor Adaptations
Benefits and Grants Advice	Major Adaptations
Home Repair	Handyperson
Home Safety & Security Checks	Service Co-ordination

The Devon Home Improvement Agency contract and specification provides full details and can be viewed on the Devon County Council Supporting People website.

<http://www.devon.gov.uk/index/socialcare/sc-partnerships/servicedevelopment/hia.htm>

Description of Services

Advice and Information

DCR will offer advice about problems relating to the clients property and explain what housing options may be available and other support services which can help them live more independently. They will advise on eligibility for services, provide information about how to apply for certain benefits and grants and advise when there are charges to the service user.

Home Repairs and Improvements

DCR will visit people at home to assess the need for repairs or improvements and agree how they wish to proceed.

They will help apply for grants, prepare technical specifications and complete applications. The client will be helped to find a suitable contractor to undertake the work and DCR will ensure that the work progresses and check it is completed satisfactorily.

Minor Adaptations

Social Services will fund works up to £1000 to owner occupiers and the tenants of private landlords if they are eligible under Fair Access to Care Services (FACS).

Care Managers can order minor adaptations under this contract by completing the relevant section of the new Adult and Community Services DCR referral form available through the Care First 6 system.

The primary role of DCR is to manage structural adaptations on Social Services behalf: the cost of arranging this work is included in the contract but the cost of the work itself is invoiced to the relevant locality.

This includes works such as:

- Fitting extensive handrails
- Installing permanent ramps
- Door threshold removal, widening frames and rehung doors
- Minor electrical works e.g. raising sockets
- Minor plumbing works e.g. fitting lever taps
- Strengthening ceilings to install ceiling track hoist

Smaller non-structural works are provided by the Community Equipment Service except in Mid Devon District where DCR undertake all minor adaptations.

This includes works such as:

- Raising beds and chairs
- Fitting wall fixed shower seats
- Fitting floor fixed toilet frames
- Installing key safes when needed as part of a care package

Further information on these arrangements is available from Social Services Minor Adaptations Policy Guidance (Currently under review by Adult and Community Services. Children & Young Persons Directorate are reviewing their service agreements).

Clients may also choose to self-fund any of the minor adaptations listed above and DCR will advise them of the cost of arranging and providing the service required.

Home Safety Checks

Devon Care and Repair can provide free home safety checks to any vulnerable person including:

- older people who are at high risk of falling
- children at risk of harm or accident whose parents or guardians are unable to protect them (statutory referral only)
- people who are victims of crime

The survey will be carried out by a trained Handyperson who will advise on hazards within the home and recommend a course of action to alleviate them. Remedial works may be provided through the Handyperson and charges will then apply.

DCR will be able to advise on the availability of smoke alarms and security devices which can be fitted free where an agreement under a Community Safety Partnership is in place.

Major Adaptations/Disabled Facilities Grants

DCR can give preliminary advice about major adaptations but will refer enquiries for grant to the relevant Housing Authority or Registered Social Landlord and to Social Services for an assessment of need.

On receipt of a Social Services Statement of Need, DCR will guide people through the process of applying for grants and preparing technical specifications; keeping the client and relevant agencies informed of progress.

They will obtain quotes from accredited contractors and ensure that the scheme is completed to the satisfaction of all parties. This service, other than preliminary advice on major adaptations, is not available to the tenants of the District Council or RSLs unless funded by separate agreements – DCR will give advice to your client on the action they must take to obtain help or do so on their behalf.

Home Security

To help reduce crime and the fear of crime DCR can arrange for door locks, chains, security lights and spy holes to be fitted.

Home Insulation and Energy Efficiency

DCR can help to alleviate fuel poverty by giving advice on measures which provide affordable warmth. They can arrange home visits if necessary to identify need, help to complete application forms and refer to the appropriate provider organisation.

Handyperson

DCR can provide small works to improve living conditions and prevent accidents in the home for example:

Replacing Light Bulbs

Fitting Door Chains/Locks

Fitting Doorbells

Fit Smoke Alarms

Unblock Sinks	Change Washers*
Put up Curtains and tracks	Put up Shelves and Pictures
Remove Floor Coverings	Replace Fuses and Plugs
Move Small Furniture	Prevent Water Leaks
Replace Broken WC Seats*	Tile Small Areas*
Renew Bath Sealants*	Re-hang Doors*
Fit Grab Rails/Handrails	Repair Fences and Gates*
Fit Stair Gates and Fire Guards	Fit Cooker Guards

These works can be provided to any client regardless of tenure except for those services marked* which are deemed to repairs and therefore the responsibility of the landlord.

Charges will apply and be dependent on income; they will be reviewed annually.

Where these services are essential to facilitate a hospital discharge they will be provided free of charge.

FREQUENTLY ASKED QUESTIONS

What is Service Co-ordination?

Staff can refer clients for a number of different services on a single form and the agency will ensure that the client is provided with help from the relevant sources regardless of tenure.

DCR will explain what eligibility criteria for services may apply, advising of any costs or if additional financial assessments are necessary.

They will act as progress chaser to ensure that the work is delivered within the appropriate timescales e.g. hospital discharges. They will advise clients where delays will occur due to lack of resources from other agencies.

What local variations will still exist?

Eligibility for services will continue to vary according to ownership of the property, level of income or degree of disability. Some of these conditions are driven by Central Government and local commissioning partners have no powers to change them.

The Government is conducting a national consultation on the Disabled Facilities Grant programme and it is hoped that within the life of the contract we will see improvements which enhance the equity of approach and increase the availability of resources.

Additionally each District Council has its own Private Sector Housing Renewal policy which will affect the availability of grants or services in that area.

Devon Care and Repair staff will be expert on what resources are available to support a client and will help them to access relevant grants or products. The client may also be capable of self funding the work given some support in specifying the work and finding an accredited contractor.

Service Co-ordination by Care and Repair is designed to overcome the difficulties care managers or clients may face in accessing services and help to reduce tenure driven inequities.

How quickly will services be provided?

The speed of delivery will depend on the needs of the client, the type of service they require and/or any performance indicators relevant to that service.

Timescales referred to within the specification are as follows:

Within 2 days for essential works which are required to fast track hospital discharges. They will be referred by the responsible Health or Social Care Assessor.

Within 7 days Minor Adaptations which are non-structural up to a cost of £1000. Refer to Devon HIA specification and PAF D56 for details.

Within 21 days other small works which are not complex.

Over 21 days structural works where outside contractors will be used.

Major adaptations – detailed guidance applies. Refer to schedule L of the Devon HIA specification and Office of the Deputy Prime Minister (now Department of Communities and Local Governments - DCLG) Good Practice Guidance.

Who is eligible to use Devon Care & Repair?

- People aged 60 and over who are vulnerable
- People with disabilities
- Children with special needs
- People with mental health and learning disabilities
- Carers can refer on behalf of those they are caring for
- Advice and Information can be provided regardless of tenure or financial status.

Specific eligibility criteria may apply to different service elements, full details are given within the Devon HIA specification.

What services are available for children and families?

There are three circumstances where the services of DCR will be beneficial:

- Families living in houses in poor repair or experiencing fuel poverty
- Children with special needs who require adaptations to their home
- Children at risk of harm or accidents

DCR can fit safety and security devices such as stair gates, cooker guards and fireguards where there is no family member who can do so. Referral from

a statutory agency is required and they will advise DCR if they have a statutory obligation to fund the work; otherwise handyperson charges will apply.

How can I refer clients to Devon Care & Repair?

Clients may be referred to DCR for advice or for a specific service or combination of services once their needs have been determined.

- Complete a SAP Contact Form and send to your local team or
- Telephone or write to your local team – providing full details of the client, their situation, the services they require and if they are in a high risk category.

All staff must comply with their employer's policies relating to consent to share client information and sending of confidential client information by fax and e-mail.

The relevant sections of a sample SAP form are shown at Appendix 2.

NB

A new DCR referral form is now available for Adult Services on the Care First 6 system

Where a major adaptation is requested and a client will be using the services of Devon Care and Repair, a copy of the Social Services Statement of Need must be provided to DCR, the original is given to the relevant Housing Authority.

How will the service be monitored?

Devon Care and Repair will:

- Seek feedback from service users and local stakeholders in a variety of ways
- Gather data required by the ODPM (now DCLG) and funding partners
- Report this data and wider information on service outcomes to the HIA Service Monitoring and Development Board.
- Organise the District Monitoring Group which deals with local service quality.

How do I register a complaint or compliment?

Staff can address these to the local manager in the first instance.

Complaints can go to the Devon HIA Manager for consideration at the second stage or may be passed to the HIA Board where the outcome is deemed unsatisfactory.

Devon and Cornwall Housing Association complaints policy is available from:

Kathy Keegans, Director of Supported Housing Services
DCHA, The Mount, Paris Street, Exeter EX1 2JZ

Where are the local teams in Devon?

Beck's House, Beck's Square, Tiverton. EX16 6PJ, tel: **01884 255587**

Liberty Court, Liberty Rd, Roundswell Business Park, Barnstaple EX31 3TL,
tel: **01271 326141**

5 Filham Moor Ind Est, Blair Rd, Ivybridge, PL21 0UR, tel: **01752 896652**

Leatside House, Bradley Lane, Newton Abbot TQ12 1LZ, tel: **01626 355793**

The Quay, Plymouth Road, Tavistock PL19 8AB, tel: **01822 613638**

5a Manaton Court, Exeter, EX2 8PF, tel: **01392 822650**

Invicta House, Kingsley Road, Bideford, EX39 2PF, tel: **01273 424240**

Council Offices, Knowle, Sidmouth, EX10 8HL, tel: **01395 514790**

Further information and an electronic version of this handbook can be found at:

<http://www4.devon.gov.uk/supportingpeople/hia.html>

Appendix 1

C - Your Accommodation

House Flat With Relatives Homeless
Bungalow Residential/Nursing Home Lives alone No Fixed Abode

Other (please specify):

Tenure

Own Property Live Rent Free Private Rented
Social Rented (Housing Association/Council) Not Applicable

Name and contact details of landlord or warden:

Are there any problems with your housing, such as:

	Yes	No	Comments
Keeping warm	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Draughty, metal windows. Evidence of condensation and damp
State of repair	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No heating in bathroom, leaking and broken gutter
Access	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Safety	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No smoke alarm, slippery front steps without a handrail, no security devices on doors or windows
Other	<input type="checkbox"/>	<input type="checkbox"/>	

Do you need help to enable you to remain living in your home? Yes No

If yes, please describe: I would like advice on energy efficiency and help with repairing the broken gutters which have caused damp in my bedroom.

I am anxious about bogus callers and would like a door chain and help putting up a smoke alarm as well as a free safety check. I am afraid of falling on the front steps and would like a hand rail there.

J - Action (For staff use)

Are there any concerns about the general well-being or safety of the assessed person or to others?

Yes No If Yes, please give details: **Home cold and some repairs needed, Mrs G is at high risk of falling and needs advice on safety measures at home.**

Information and advice Refer to other agency (If Yes, please state in Action List below)

Overview assessment Reassessment/review

Specialist(s) assessment (give details)

Does anyone need contacting about the outcome of this Contact Assessment? Yes No

If Yes, give Contact Details and by when.

Contact details:

By when / /

Has the Information Sharing Consent Form been completed? Yes No

If Yes, does this still reflect the person's wishes? Yes No

Action List	Completed by	Date
Refer to Devon Care & Repair, West Devon Team <ul style="list-style-type: none"> • Copy of SAP1 Sent • DCR referral form for FACS eligible hand rail enclosed 	J Stone	05 / 04 / 07
		/ /
		/ /

Assessment completed by:	J Stone	Job title:	Community Care Worker
	<i>(print name)</i>		
	Social Services	Date:	04 / 04 / 07
	<i>(organisation)</i>		
Assessment completed by:		Job title:	
	<i>(print name)</i>		
		Date:	/ /
	<i>(organisation)</i>		
Assessment started on:	04 / 04 / 07	Assessment completed on:	04 / 04 / 07

SERVICE INFORMATION SUMMARY							
	Age	Tenure	Charges	Service Provider	Funding	Financial Status	Eligibility Criteria
<p>HANDYPERSON</p> <p>Help with small repairs including fitting doorbells, putting up shelves replacing electric fuses and plugs replacing small window panes and repairing rotten wood, changing tap washers, replacing broken WC seats. Replacing light bulbs. Moving beds</p>	Over 60 or disabled Children with Special Needs	All	£8hr if on benefit, £14.50 others plus cost of materials & 20% (2006/7)	Handyperson Scheme	Commissioning Partners	Any	Older person is unable to make own arrangements
<p>HOME ENERGY & EFFICIENCY</p> <p>A government funded initiative offering grants for heating and insulation</p> <p>A consortium of Local Authorities in Devon helping to improve energy efficiency in the county</p> <p>Offering energy advice and measures</p>	Over 60 or family with a child or pregnant	Home Owners and private tenants	N/A	EAGA Warm Front Team	Government Funded	In receipt of benefits	
	All	Home owners	Discounted Prices	“Heat Devon” Scheme	Enact Energy and the utilities	Any	
	All	All	Free	“Here to Help” Scheme	British Gas District Councils EAGA	Aimed at people on benefits	

SERVICE INFORMATION SUMMARY							
	Age	Tenure	Charges	Service Provider	Funding	Financial Status	Eligibility Criteria
<p>MINOR ADAPTATIONS</p> <p>Fitting handrails, grabrails and access ramps. Chair and bed raising. Wall fixed shower seats. Fixed toilet frames. Threshold removal. Re-hanging doors</p>	Over 60 or disabled and disabled children	All	No Charge Works up to £1000 (S/Services only)	Handyperson RSLs DC's Accredited contractors	S/Services PCT RSLs DC's	Any	Adults – FACS Children with Special Needs - OT Assessment
<p>HOME SAFETY</p> <p>Smoke alarms and safety checks can be carried out to identify hazards and prevent accidents in the home. Fitting stair gates, cooker guards and fireguards</p> <p>Home Safety Checks</p>	Over 60 or disabled Children with Special Needs or at Risk	All	Smoke alarms door locks & chains are supplied free with a minimum charge of half an hour labour to fit	Handyperson	Police Fire Brigade Commission- ing partners	Any	Free HSC people at high risk of falling
<p>BENEFITS AND GRANTS ADVICE</p> <p>Help and advice regarding benefits and grants</p>	Over 60 Or disabled	All	N/A	Care & Repair	Commission- ing Partners	Any	Actual grant may be dependent on income or disability

SERVICE INFORMATION SUMMARY							
	Age	Tenure	Charges	Service Provider	Funding	Financial Status	Eligibility Criteria
HOME SECURITY Door chains, locks, spy holes and cameras	Over 60 or disabled or victims of crime	All	Chains, locks security lights FOC	Handyperson	Community Safety Partnership Tenants Assoc.	Any	
HOME REPAIR Guiding people to the right service to provide home repairs	Over 60 or disabled	Home Owners	N/A	Care & Repair	Local Authority HRA Grant. Self funding	In receipt of benefits to apply for grant	
MAJOR ADAPTATIONS Guiding people through the process of DFG application from referral to completion	Over 60 or disabled Children with Special Needs	Home Owners Private Tenants	N/A	Care & Repair	Local Authority Grants including SS. Own Funds	DFG Means Test for Adults	OT Assessment and Statement of Need

DC = District Council
 SS = Social Services
 RSL = Registered Social Landlord
 PCT = Primary Care Trust
 DFG = Disabled Facilities Grant