

### 1. Introduction

1.1 Care & Repair Cymru recognises the difficult financial environment faced by all sectors over the coming years, and the inevitable reductions in revenue and capital funding that will challenge all service providers in the statutory and third sectors. In recognising this, we have acted by entering into a Group structure, and a collaborative working relationship with Community Housing Cymru, to ensure that we ourselves provide better value for money. Collaborative working will help both organisations sustain and improve services, and make us more efficient and effective for our clients.

1.2 While we fully recognise the challenges and the inevitability of shrinking budgets, we also believe we should demonstrate to the Assembly Government and Local Government that our services save money, particularly in the Health and Social Care sectors, and that to help government meet the challenges ahead, continued and possibly increased investment in Care & Repair services will help the overall cause. This briefing aims to demonstrate this case.

1.3 Care & Repair services are provided in all 22 counties of Wales, providing tangible benefits for older people in every community.

1.4 In addition to the direct benefit to older people there is a local community benefit, with Care & Repair service outcomes impacting the community service framework for statutory, health and voluntary services.

1.5 Care & Repair Services also contribute to the principle policy and strategic agendas of the National Assembly.

1.6 The existence of 22 Care & Repair Agencies in each county, and the local Health, Social Care and Housing strategic partnership work that flows from this, leads to innovative projects evolving locally. This brings significant added value and local solutions to local problems, some of which are capable and worthy of being replicated across Wales as a whole.

### 2. Benefit to older people

2.1 Around 50,000 older people are helped each year by Care & Repair services, a ratio of 167 for each Care & Repair staff member. 60% of these people are over the age of 75 (30,000 older people), the majority being in a high social priority category.

- 2.2 Over 40% of clients (20,500) are self referrals, which means that *'they are probably not already in the system'*, i.e. not in receipt of housing, health or social services. There is likely to be a high level of preventative benefit within this referral category.
- 2.3 One of the further benefits of a small, flexible but intense and focussed service is its ability to target hard-to-reach and excluded groups, i.e based on age, frailty, ethnicity, rurality and topography.
- 2.4 One of Care & Repair's principal strengths is its home-visiting aspect, with around 40% (20,000) of clients receiving a service in their own home. The resulting assessment of individual need is based on a clear understanding of the clients' home. 40% of clients and 47% of service requests (33,190 cases) were completed as a product of a person-centred planning approach.
- 2.5 The unique aspect of Care & Repair's home visiting service is that it combines a **social care** individually assessed approach, with the **housing** related technical expertise, in order to get the outcome right for the client.
- 2.6 The following services were delivered by Care & Repair across Wales in 2008/9:
- 20,000 home visits and casework assessments resulting in individual, tailored services and solutions for these clients
  - 15,473 Rapid Response adaptations, of which 10,163 prevented hospital admission and 4,915 enabled hospital discharge. Average time for from referral to completion is just 10 days. There is an estimated ratio of £7.50 saved for every £1 spent
  - 21,095 DFGs and other housing adaptations facilitated
  - 1,469 clients assisted through specific falls prevention work
  - 2842 telecare installations
  - 1177 older people given advice and information leading to increased benefit take up of £2.7 million
  - 3788 Fuel Poverty/Energy Efficiency assessments for HEES and other grants

# Information Bulletin

## The Impact of Care & Repair Services

- £13.5million of housing maintenance, safety and security, repair and adaptation etc work annually facilitated and supervised, approximately 61,500 jobs, at an average cost per job of £220
- 2,860 clients self assessed as enabled to stay put in their own home

### 3. Community service benefit

3.1 There is a Care & Repair Agency in every County in Wales. The strategic direction of each Agency is influenced strongly by a Strategic Business Planning Committee comprising senior Housing, Social Services and Health officials who help plan Care & Repair services based on national priorities and core funding from the Assembly, as well as local needs and priorities.

3.2 National research and the long experience from Care & Repair service delivery is that investment in smaller, stitch-in-time jobs can make an exponential difference to the lives of people, and prevent more costly solutions and services being needed in the future. This research includes:

- British Medical Journal findings that '1 fall is prevented for every 32 home hazard packages installed';
- Grab/Hand rails reduce falls by 3.1%;
- Transport Support Laboratory findings suggest average cost of accident in the home is £9,460;
- The average cost of hip fracture treatment is £28,665.

3.3 Services that are preventative, closely related to client need, holistic and supporting personal choice and independence, have a cost-saving benefit for Health and Local Authority services (i.e. **people will be kept out of hospitals and residential care**).

3.4 Estimates for cost- savings are as follows:

a) For all Care & Repair services but based conservatively on only 2.5% of all clients, as an annual saving:

- $48,492 \times 2.5\% \times 52 \text{ weeks} \times £450$  (average cost of 1 week in residential care) = **£26.37million**.

b) For Rapid Response Adaptations (RRAP) 15,473 clients:

# Information Bulletin

## The Impact of Care & Repair Services

- Hospital Discharge:  
 $491 \times 378 \times 10 = \text{£}1,856,000$   
 minus  $491 \times 118 = \text{£}58,000$   
 Cost saving = **£1,798,000**
- Hospital Prevention:  
 $1016 \times 378 \times 10 = \text{£}3,840,000$   
 minus  $1016 \times 118 = \text{£}120,000$   
 Cost saving = **£3,720,000**
- Accident Prevention:  
 $1016 \times 9,460 = \text{£}9,611,000$   
 minus  $1016 \times 118 = \text{£}120,000$   
 Cost saving = **£9,491,000**

### Assumptions

- i. *491 RRAP jobs taken into account for hospital discharge figure (from total of 4915 ie around 10% counted as directly leading to hospital discharge)*
- ii. *1016 RRAP jobs taken into account for hospital prevention figure (from total of 10,163 i.e. around 10% counted as directly preventing hospital admission)*
- iii. *£378 average per day for hospital stay*
- iv. *10 days average stay*
- v. *Minus the cost of RRAP (average of £118 per RRAP case)*
- vi. *£9460 average cost to health of a home accident*

Based on these calculations, making the conservative assumption that 10% of RRAP cases directly lead to quicker discharge and admission prevention, could make a total cost saving to the Health and Social Care sector of £15,009,000.

This equates to a £7.50 Health saving for every £1 invested through RRAP

#### 4. National Assembly strategic benefit

- 4.1 Specific input and contribution from Care & Repair, as well as the outcomes from Care & Repair services, make a significant contribution to many of the National Assembly's current priorities, policies and strategic agendas. These are as follows:

- Improving Lives and Communities- Homes in Wales (2010)
- The Older Persons Strategy (2008-2013)
- Designed for Life (2005-2015)
- Fulfilled Lives, Supportive Communities (2008-2018)
- Living well -Living Independent Lives (2009)
- Taking Everyone into Account - Financial Inclusion Strategy (2009)
- Still Waiting: Home Maintenance and Adaptations Services for Older People in Wales (WAG Equality of Opportunity Committee Report) (2009)
- National Service Framework for Older People (2006)
- National Dementia Action Plan (being consulted)
- Fuel Poverty Strategy (update being consulted)

### 5. Local Innovation and Partnership

- 5.1 The following table summarises core Care & Repair services, RRAP, and examples of recent and current innovative projects delivered by Care & Repair. The table also gives outputs and outcomes of these services and projects.



# Information Bulletin

SUMMARY OF CARE & REPAIR SERVICES, OUTPUTS AND OUTCOMES

SUMMARY OF CARE & REPAIR SERVICE/PROJECT	OUTPUTS	OUTCOMES: IMPACT ON HEALTH, WELL BEING AND SOCIAL CARE
<p>1. <b>Core care and Repair service:</b> Caseworker assessment in the clients own home. Around 20,000 older persons annually, resulting in individually tailored packages of services and projects, that enable the person to remain living independently in their own home</p>	<p>20,000 home visits, casework assessments and individual, tailored services and solutions for these clients</p> <p>21,095 DFGs and minor adaptations facilitated</p> <p>1,469 clients assisted through specific falls prevention work</p> <p>3788 Fuel Poverty/Energy Efficiency assessment for HEES and other grants</p> <p>2,860 clients self assessed as enabled to stay put in their own home</p>	<ul style="list-style-type: none"> <li>• Preventing health problems caused by poor housing</li> <li>• Preventing accidents, slips, trips and falls from hazardous housing</li> <li>• Improving security of older peoples properties, reducing crime and fear of crime</li> <li>• Reduced need for residential care</li> <li>• Reduced hospital admissions</li> <li>• Speedier hospital discharge</li> </ul>
<p>2. <b>Rapid Response Adaptation programme.</b> £2.1m programme in 2010/11. Programme focuses on quick, small works to facilitate hospital discharge, prevent hospital admission, and other various works referred by a range of health and social care professionals.</p>	<p>15,473 Rapid Response Adaptations in 2008/9, of which 10,163 prevented hospital admission, 4915 enabled hospital discharge.</p> <p>Average time for from referral to completion just 10 days.</p> <p>Estimated ratio of £7.50 saved for every £1 spent</p>	<ul style="list-style-type: none"> <li>• Reduced length of hospital stays</li> <li>• Speedier hospital discharge</li> <li>• Reduced hospital admissions</li> <li>• £100K invested in RRAP equating to £750,000 reduction in Health costs for treatment, hospital stays, or residential care (and vice versa i.e. for every £100K reduction, additional health or social care cost of £750,000)</li> </ul>



# Information Bulletin

## SUMMARY OF CARE & REPAIR SERVICES, OUTPUTS AND OUTCOMES

<p>3. <b>Hospital to home Project</b>-Being piloted in two small community hospitals in Conwy and Caerphilly. The provision of information at the clients hospital bed, and enabling access to Care &amp; Repair services earlier, aims to raise awareness and preparedness at an earlier stage about what will be needed to done in the clients home to enable quicker hospital discharge. Partnership with front line health professionals.</p>	<p>418 packs issued in Conwy and Caerphilly in 2008/9.</p>	<ul style="list-style-type: none"> <li>• Increased awareness and take up of Care &amp; Repair services at critical time for the client and statutory providers.</li> <li>• Reduced length of hospital stays</li> <li>• Speedier hospital discharge</li> <li>• Health budget savings</li> </ul>
<p>4. <b>Hospital at home (Gwent Frailty)</b> this is an integrated model of community based care for frail older persons which is still being developed. It seeks to prevent hospital admission as the default position when faced with crisis, with strong evidence that once frail older persons enter hospital, they quickly become dependent and institutionalised.</p>	<p>Care &amp; Repair can provide on the ground quick solutions for work needed in the older persons home to prevent them needing to be admitted to hospital</p> <p>5 Gwent Care &amp; Repair Agencies actively discussing with Gwent Frailty Project, working collaboratively and pooling capital resources (as Care &amp; Repair Agencies) to support the overall Gwent Frailty Project</p>	<ul style="list-style-type: none"> <li>• Reduced hospital admissions</li> <li>• Increased numbers living independently at home</li> <li>• Reduced dependency</li> </ul>
<p>5. <b>Home maintenance project</b>- Being piloted in Bridgend. Good practice mini guide currently being compiled to share across all Agencies in Wales. Service involves annual home assessment, risk based schedule of works based tailored to needs of client, comprehensive package of home insurance, 24/7 emergency response service.</p>	<p>2008/9- 140 referrals and home assessments. 48 schedules issued, £101,000 maintenance works completed.</p>	<ul style="list-style-type: none"> <li>• Preventative stitch in time maintenance</li> <li>• Improved home safety/accident prevention</li> <li>• Reduced number of hospital admissions</li> <li>• Health budget savings</li> </ul>



# Information Bulletin

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<p><b>6. Home Energy Efficiency-</b> Care &amp; Repair Agencies provide valuable signposting and information services that help ensure vulnerable older people, most in need of warmer homes, receive the help they are entitled to. This is because caseworkers sit in the living rooms of 20,000 older people every year and have to face to face discussions about the huge number of grants and discount schemes available.</p>	<p>In the winter of 2008/9 there were 30,000 more winter deaths amongst older persons aged 75+, compared to the non winter period. This compares to 7000 more winter deaths in those aged under 75 in same period)</p> <p>To help combat this, Care &amp; Repair provided Fuel Poverty and Home Energy Efficiency assessment and referrals for 3788 people,</p> <p>In addition, Welfare benefit increases were facilitated for 1177 people, leading to an additional £2,718,249 being claimed by vulnerable older persons, helping them keep their homes warm</p>	<ul style="list-style-type: none"> <li>• Reduced numbers of admissions for hypothermia and bronchial and respiratory illness</li> <li>• Reduced levels of fuel poverty amongst older people</li> <li>• Health budget savings</li> </ul>
<p><b>7. Dementia Services.</b> 16 of 22 Agencies currently developing reactive casework services to support dementia sufferers and their carers</p>	<p>Service being developed using targeted WAG core grant 2010/11.</p> <p>How to do it mini guides being developed by Care &amp; Repair Cymru, with Agencies</p>	<p>Improved recognition and quality of housing services and care, for dementia sufferers and their carers</p>