



Care & Repair
Gofal a Thrwsio

Healthy Homes for Older People

2018 -

2023



Improving homes, Changing lives

A woman with short grey hair and glasses is sitting on a light-colored sofa. She is wearing a patterned cardigan over a white top. A small dog is sitting on the sofa next to her. The background is a plain, light-colored wall.

Every day in Wales, 137 older people turn to Care & Repair for help

“

Knowing Care & Repair is there to help gives me such peace of mind. It's such a vital service for older people.

“

My house is now lovely and warm thanks to Care & Repair. It hasn't felt like this for years.

“

At last I've found an organisation I can rely on when I need support. It's almost like a friend at the end of the phone every time I get worried about something.

Our Vision:

We want a Wales where all older people can live independently in safe, warm, accessible homes.

What do we do and who benefits?

Care & Repair is Wales' **Older People's Housing Champion**.

For over 30 years, we have delivered, evolved and innovated services that help older people live independently at home.

Our main beneficiaries are older owner occupiers and private tenants. We are grant funded by Welsh Government to support people aged over 60, but additional funding for specific projects, and some local commissioning and funding arrangements, enables us to help people aged 50 plus, younger disabled people, and some social housing tenants.

Our strapline **Improving Homes, Changing Lives** describes what we do, as well as the impact our work has on the lives of the older and disabled people we help.

13 Care & Repair Agencies deliver trusted, practical, value for money, front line services across the whole of Wales. We provide expertise- caseworkers, skilled tradespeople and qualified surveyors, delivering practical repairs, Rapid Response Adaptations, maintenance and home improvements, advising on energy efficiency, accessing grants, raising funds and increasing welfare benefit take-up. We help provide older people with safe, warm, accessible homes and enable them to live independently and with dignity at home for as long as they want. Trust is a key element of our success over the years, and a reason we are highly valued as a service.

Care & Repair Cymru is at the heart of leading and strengthening services. We represent C&R Agencies, ensure quality and consistency, innovate new ideas, monitor and evaluate outcomes, raise awareness and grow brand identity. We advocate the housing needs of older people, connect Housing, Health and Social Care, help inform good government policy for older people, make the case for public funding, and help lever additional resources for front line services.

The problems we tackle

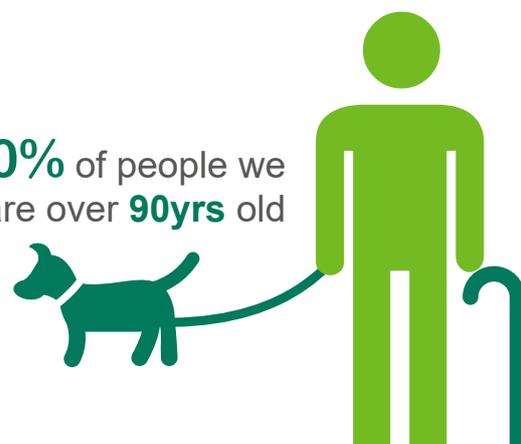
As Wales' population grows older, we face unprecedented challenges to meet the housing needs of an ageing society. The economic climate since 2010 has seen a huge reduction in funding for public services by the UK Government, including third sector and charities such as ours, and the years 2018-2023 may see further cuts to public services that are already overstretched and not coping with demand. There will be an ever-growing need for services for older people, but fewer resources to deliver as the pressures on Health and Social Care continue to escalate.

In Wales, more than 80% of older people are owner occupiers, and as they grow older, most of them want to remain living in their own homes and communities. It is also widely agreed that where we live has a profound impact on health, well-being and quality of life. A fundamental aim must be to ensure that mainstream existing housing meets the needs of older people and that we tackle the unfit, dilapidated, inaccessible and cold homes that are responsible for preventing independence and reducing quality of life and well-being of those who live in them. The work we do to improve cold, damp, dangerous, inaccessible and unfit housing is more important now than ever.

By tackling housing problems and helping older people live independently, our services connect housing, health and social care. Our services prevent or reduce demand for both NHS services (GP visits, unscheduled care, ambulance calls) and Social Care (residential care and home care). As well as improving quality of life for tens of thousands of older people every year, Care & Repair also reduces demand and saves money for Wales' increasingly stretched statutory services.

Despite our work, there is substantial unmet need, and many thousands of older and disabled people we cannot help due to insufficient resources. Unless we act, these people will suffer poor housing conditions. They are at risk of falls leading to serious injury, fuel poverty and premature death during the winter, and an inability to live independently at home or with dignity. Other conditions such as rising damp, unsafe gas installations, and dangerous electrics will compromise their health and well-being.

10% of people we help are over **90yrs** old



Our ambitions and aspirations

We do not accept that any older person should:

- 🏠 Live in a house unsuitable to their needs
- 🏠 Die in the winter months because they live in a cold home
- 🏠 Live in a house that is hazardous or unfit for habitation, or
- 🏠 Be without or wait too long for necessary adaptations to enable them to live independently with dignity in their own home.

We will tackle all these problems, and ensure that every older person we help is claiming the welfare help they are entitled to.

We will help people plan better for where they live when they are older. Where older people cannot stay put or want to move, we will help them find appropriate housing for their later years and retirement, and where necessary help them to move.

Subject to resources, our aspiration is to help as many people as we can to live independently in safe, warm, accessible homes.

To do all this over the next 5 years, we will aim to expand our services and support across Wales and work to achieve the following strategic objectives:

For every **£1 spent** on our Rapid Response Adaptation Programme, **£7.50 is saved** for health and social care budgets



STRATEGIC OBJECTIVE 1

To **grow** our existing services that support older people to live independently in their own homes.

STRATEGIC OBJECTIVE 2

To **expand and develop** new advice, information and support services that increase knowledge and choice about housing options as people grow older, and provide a “Help to Move” service if that is what they want.

STRATEGIC OBJECTIVE 3

To **work in close partnership with Welsh Government**, improving how we use our expertise, research, data, and evaluation to advocate for older people in housing need, protect our grant funding, strengthen our case for support, and influence better national housing policy for older people.

STRATEGIC OBJECTIVE 4

To increase our **engagement with Local Health Boards**, Local Government and Regional Partnership Boards, so that we are fully engaged in the integration agenda, Social Services and Well-being Act, prudent health care, Future Generations Act, and A Healthier Wales; making a compelling case for Health and other funding to support Hospital to Home, social prescribing, and proactive programmes such as Managing Better.

STRATEGIC OBJECTIVE 5

To be **imaginative and innovative, listen to the voices of older people**, and seek opportunities to improve services for existing and new generations of older people by embracing the digital age, new technology and new solutions to meet housing need, and supporting the development of age-friendly communities.

STRATEGIC OBJECTIVE 6

To be **stronger, more resilient and sustainable and help more people** by adding to current funding with additional funding from social enterprises, becoming a large publicly recognised national charity supported by individual donations, legacy giving, increased Trust funding, and corporate support.



STRATEGIC OBJECTIVE 7

To **apply for large national grants and contracts** that support our ambition to help more older people live independently in warm, safe and accessible homes, working in partnership with others where this is the best way to provide services, and deliver them cost effectively.

STRATEGIC OBJECTIVE 8

To be **well governed** organisations, with skilled and resourceful staff, a culture of learning and improvement, implementing accredited training and quality assurance, and working together as a whole Movement to support high quality services across Wales.

From Aspiration to Action

We believe passionately in tackling the housing problems faced by increasing numbers of older people, and our vision of a Wales where all older people can live independently in warm, safe and accessible homes.

We want the vision and ambition set out in this Plan to help us on the journey. To deliver our vision, and each of the strategic objectives, we will develop detailed annual plans and measurable targets.

We will develop and implement these action plans, and review, monitor and report on them working collectively as a Movement, and working closely with Welsh Government and all our partners in Housing Associations, Local Government, Health and the Third Sector.



Every year we help over
40,000
older people



www.careandrepair.org.uk

find us on



Ariennir yn Rhannol gan
Lywodraeth Cymru
Part Funded by
Welsh Government