



Care & Repair Cymru

Managing Better good practice guide

Improving homes, Changing lives



Charity Number 1163542

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Introduction to the Managing Better Good Practice guide

This good practice guide has been developed by Care & Repair Cymru as a resource to inform good practice when supporting older people to live independently at home, working with them to ensure their homes are safe, warm and accessible. We hope that it assists the reader to reflect on what they already know and starts to fill any gaps in areas that are new to them.

The good practice guide highlights new ways of working which have been exemplified through the strong partnership approach between Care & Repair Cymru, RNIB Cymru and Action on Hearing Loss Cymru when developing the Managing Better Service.

We have come together in an initiative which provides invaluable support to older people with sensory loss or who are vulnerable in other ways, helping them to retain their independence and remain living in their own homes, with an emphasis on joint working across Health, Social Care and the Third Sector.

The experiences on the ground, from our three-way partnership, were that in approaching preventative intervention, none of us were able to deliver to the high standards of our ambition, if we did it alone. We could, through working together, offer more to our NHS and Social Services partners, if we provided a greater investment into independent living, through combining more understanding of what personal challenges make life difficult to manage as we grow older, and how we could improve opportunities by making the home a better place to live.

Our what matters conversations have consistently highlighted a desire to Manage Better as being a top priority for older people....to live in a house that meets their needs and to live a happy, healthy life in the community of their choice. Our new service has allowed us to explore together, through collaboration, how we can do things differently and put our clients at the heart of our service.

Through the direct experience of delivering our services in a new way we find we are more relevant to NHS and Social Care partners; intervening earlier and through making new connections, preventing smaller problems becoming significant barriers to independence. Making lives more manageable is helping to reduce demand pressures on our acute and statutory service partners.

This guide highlights several Managing Better case studies and they are summarised to give you an opportunity to reflect on the good practice highlights and provide ideas for future work.

What is Managing Better?

The Managing Better service is funded from the Welsh Government's Sustainable Social Services Third Sector Grant from 2016 – 2019 and is now in its third year.

The service is led by Care & Repair Cymru in partnership with RNIB Cymru, Action on Hearing Loss Cymru and Care & Repair Agencies across Wales. The Wales-wide service is delivered out of the 13 Care & Repair Agencies, by 13 Managing Better Caseworkers who work proactively with Health and Social Care locally, to identify vulnerable, frail older people in need of help to achieve a safe, healthy home environment before they reach a crisis point and enter the statutory system of hospitals, GPs or residential care.

Key elements of the service are different with Managing Better, although they rely on the basic strengths of the mainstream Care & Repair service. Greater understanding of the levels of vulnerability with clients, i.e. the level of sensory loss, provides a specific reference point for both our introduction into the service and our assessment approach.

Working with our national partners who have delivered essential training packages for our Managing Better caseworkers, has assisted us to articulate our service offers differently. We have been far more informed around communication and ensuring effective access to our services. Quite often, as we reflect on our mainstream approach, this makes a difference not to whether clients receive a service or not, but whether their confidence in our service provides a positive experience. That confidence is key to getting the right service for the client.

The focus of the training has also assisted us in terms of what we deliver to our clients. There are specific approaches that we have considered to make home improvements more relevant to our client group. i.e. colours, tones, contrasts, lighting, brightness, sound pitch, amplification, etc. We routinely, employ low-level techniques to make the home more manageable and work closely with increased referral protocols and joint-visits with the Rehabilitation Officers Visual Impairment (ROVI) from Social Services and the Third Sector to get it right for the client.



We negotiate with our Private Sector Housing colleagues, under Disabled Facilities Grants or Welsh Government ENABLE funding to ensure RNIB's 'Visibly Better' standards are incorporated into our standard approach to home adaptations.

Critically, there are also significant benefits in terms of identifying clients. The service is far more confident in directly helping people with sensory loss. It has also used that 'confidence' to gain referral protocols with community-based and hospital-based sight and hearing support, e.g. Audiology, Eye Health Clinics, Sensory Teams, etc.

These are innovative partnerships between Housing and Health that have forged new partnerships through the development of this service. In terms of preventative action, it has picked up vulnerable clients that had other* (*other than sensory loss) environmental challenges, causing/ exacerbating poor health and providing threats of increased dependency on statutory services. Organisations that provide services for people with sensory loss and the Housing world can now offer far more through



“Thank you so much. I hadn’t realised how much I missed the talking clock until you repaired it. I feel my independence has improved by helping with such a small thing.”

- John, Cardiff

Who is the good practice guide for?

Good practice for frontline Care & Repair agencies

Highlighting good practice examples from the Managing Better service to provide a resource for all Care & Repair caseworkers in their day to day practice, while working proactively with Health and Social Care locally, to identify and support vulnerable, frail older people in need of help to achieve a safe, healthy home environment before they reach a crisis point.

Good practice with national partners

The guide highlights good practice developed through the collaborative effort to develop the Managing Better service with our colleagues in RNIB Cymru and AOHL Cymru as well as our colleagues across the Third Sector. We want to share the benefits of this strong collaborative approach.

Good practice with statutory partners

We have learned so much working with Health and Social Care partners in Wales, for example GP's, Hospitals, Audiology and Optometry departments and Hospital Discharge teams as well as ROVIs, Eye clinic Liaison Officers (ECLO's), Sensory Teams and other teams/organisations across the statutory and Third sector.

The values informing our practice

The over-arching ethos of the Social services and well-being (Wales) Act 2014 underpins the work highlighted in this good practice guide.

There has been a deliberate emphasis to ensure that Managing Better has been developed and delivered as a person-centred service to make sure that what older people want to improve their well-being and maintain their independence is at the heart of the service. Partnership and cooperation drives our critical prevention service, so that Managing Better prevents the escalation of need and that the right help is available at the right time. We hope this is reflected in the case studies and good practice highlights found in the guide.

Good practice for frontline Care & Repair agencies

To develop the Managing Better service caseworkers have built new partnerships across Health, Social Care and the Third Sector. For example, building links and referral pathways with Health through Audiology and Hospital Discharge, or developing new partnerships across social care and the third sector with ROVIs and ECLOs.

Doing this has enabled Care & Repair to develop confidence in working with sensory loss services and clients while building on the mainstream approach of traditional Care & Repair housing related casework that enables older people to live safely and independently at home.

Caseworkers have received extensive training from our partners RNIB Cymru and AOHL Cymru which has given them the skills and confidence to understand how someone's sight and/or hearing loss will impact them at home.

Building on this baseline training caseworkers have also had bespoke training from the Stroke Association and the Alzheimer's Society on the sensory loss impacts for stroke survivors and/or people with dementia.

Caseworkers have also received the lighting journey lighting assessment training from Mark Gray Associates helping them to build on the Visibly Better standards training they already received from RNIB.

They use this knowledge when carrying out a Healthy Home Check Assessment for clients, advising them effectively on possible adaptations and improvements, ensuring that lighting levels and colour contrast are considered and are appropriate to the individual's needs.

We do not use this knowledge and these skills in isolation when supporting older people to live safely at home. We work very closely with ROVI's and sensory teams across Wales in the statutory and third sector, often carrying out joint visits with ROVI's to ensure there is no duplication and that our work compliments each other, for the benefit of the client.

Some of our clients require a BSL interpreter to be able to access our service, and this can range from enabling them to communicate with our caseworkers, handypersons or with a third party such as a charity, for example when a caseworker is supporting someone living in poverty to access benevolent funding to cover the cost of urgent repair works for their home.



These new ways of working have enabled Care & Repair to improve our Healthy Homes Check assessment process for clients with sensory loss, providing better outcomes through assessment as we develop the Managing Better service and learn from partners and clients.

As well as Managing Better caseworkers receiving sensory loss training many core caseworkers from all Care & Repair agencies, as well as technical officers, have also received training from our partners RNIB Cymru and AOHL Cymru.

Sharing this learning across the Care & Repair movement in Wales has massive benefits, giving our staff the knowledge and confidence to recognise and understand the impacts of sensory loss for our clients, the majority of whom have a sensory loss.

Our partners have indicated how operationally the joint-working agreements forged locally have ensured not only good outcomes for the vulnerable clients, but also a reduction of pressures on statutory services. The clear gain for clients is the speed of the services offered and the avoidance of delays caused by unnecessary bureaucracy that leaves the client at risk.

Hospital-based Clinics (Outpatients) – The links with Audiology, Eye Health and Falls, are all preventative innovations. New partnerships and new referrals from these sources, reflect a growing awareness of the need for greater health promotion and a growing understanding that the environment and poor housing is an underlying cause of poor health.

Acute Hospital (Inpatients) – Having far more confidence in communicating and engaging with vulnerable patients that have a sensory loss, assists us to get things right for the outcomes of safe discharge. It also helps us intervene in a way that is relevant and effective for the patient returning home. Where there is further complexity from Dementia or Stroke this confidence and expertise is particularly important.

Social Care (Rehabilitation) – Statutory services are under enormous pressure and there are often waiting lists that are more difficult to manage given high demands for low level interventions and more intense demands from complex cases where underlying housing risk is a factor in independence. The joint-working arrangements between Managing Better and ROVIs are exemplary, based on trust and problem-solving to put the client first, and identified risk priorities.

The following case study shows how developing strong collaborative working with ECLOs has benefited a client.

Case Study - Mr S

Mr S had recently been registered partially sighted, he had lost his sight over a very short period and was coming to terms with living with sight loss. He had problems with his hearing since childhood but managed with lip reading and reading the subtitles on the television. His condition meant he couldn't wear hearing aids.

In a matter of months, he was no longer able to drive, he couldn't read the subtitles on the television anymore and felt like he was losing his independence. He has a very supportive family but explained that he felt isolated in his home and couldn't watch the television anymore which had alleviated his loneliness.

Due to him not being able to wear hearing aids he struggled to hear the television, something he loved doing. After he had been registered as partially sighted he was referred to Care & Repair by an ECLO based at the University Hospital Wales and we supported him to find suitable specialised equipment.

The equipment helped him to hear the television using headphones and Care & Repair's handyperson fitted a hearing loop around the living room. His family supported him to purchase headphones.

He commented that he hadn't heard the TV so clear in years. He explained he was worried what he was going to do as he had depended on his sight in the past. Another referral was completed to fit a flashing doorbell and telephone sensor so that he wouldn't miss any callers when he was wearing the headphones.

In what was a very difficult time for Mr S, he explained that he felt he had been listened to and he was given options which made him feel more in control of his circumstances.



Good practice highlights

- Taking the time to develop links with other professionals such as ECLOs builds confidence in what Care & Repair can offer. People can make appropriate referrals into the service knowing that we have a range of solutions, knowledge, skills and expertise to offer clients
- Working with strong partners like RNIB and AOHL enables Care & Repair to source bespoke training for caseworkers, ensuring they have the right skills and knowledge when visiting clients. They can then identify other issues that may be affecting people's ability to live safely and independently at home, particularly if they have a sensory loss. They can then provide the right advice to clients on possible solutions.
- The Care & Repair agency that supported Mr S had been able to ringfence ENABLE funding specifically for sensory loss related housing adaptations through strong collaboration with their Local Authority.
- Underpinning our training and Managing Better caseworker network runs the ethos of the Social services and well-being (Wales) Act 2014. This helps to ensure that we provide a service that places clients at the centre. Mr S felt listened to and had been given options which in turn made him feel more in control of his circumstances.

Case Study - Mrs J

Mrs J contacted Care & Repair as she was worried about a leaking roof in the back bedroom. She had cancelled the visits for 2 years as she was worried and embarrassed about visitors coming to the house. She explained she didn't even let her family visit. The first few weeks was spent chatting to her on the phone to build up trust.

Since April 2017 Mrs J has had 12 casework visits and 3 technical officer visits from Care & Repair and the case is still open. Due to her anxiety caseworkers speak to her regularly over the phone on a weekly basis.

She had previously been in an abusive relationship and when her husband died he left her with thousands of pounds of debt which came as a massive shock. She suffered with severe depression and struggled to maintain her home for years.

She explained that her home was falling apart. There was a leak in the roof, she had had no central heating for 5 years and the electrics were dangerous. She had electricians in the family who could help but until the leaks were fixed they would not as it was unsafe.

What did Care & Repair do to help?

- Water leak investigated and over £4000 fundraised through benevolent funds to pay towards the work
- 2 new flat roofs
- Gas Central Heating fitted
- Advised and supported regarding benefit problems
- Referred to Speakeasy to help with fuel debt
- Referred to the Care & Repair Attic Project for support with clutter around the home
- On the first day of any works a caseworker would sit with her to explain what was happening and to support her with her anxiety.

She explained that because Care & Repair supported her with the bigger repairs in the home she can now contemplate other aspects of her life. She told the caseworker that she is looking forward to getting the house in order and have her friends visit. Something that she never thought would have been possible as she didn't know where to start. She noted she felt lonely and having friends around will help with her isolation. She feels like she is starting to have control of her life again.

Good practice highlights

- The caseworker used a person-centred approach and took time to listen to Mrs J and what mattered to her. This helped to build trust and gave Mrs J (who was very vulnerable and anxious) the confidence to invite the caseworker into her home to assess her needs and provide appropriate advice
- Caseworkers have the skills and knowledge to find and secure benevolent funding to help clients living in poverty carry out essential improvements to their home.
- The caseworker made sure they made every contact count in their conversations with Mrs J, always encouraging her to take the next step to help improve her health, well-being and independence.
- The caseworker ensured they were aware of a wide range of relevant services that may be able to offer additional support and advice to clients. This meant they were able to make appropriate referrals for Mrs J for additional help

Case Study Mr & Mrs S

Mr & Mrs S own their own home and were referred to Managing Better by way of D/deaf club. Mr & Mrs S were referred for falls prevention as both have a falls history.

Mr & Mrs S, both in their 80's, are both Deaf BSL users and required use of an interpreter for any visit. Mr S has swelling in his legs, also arthritis in his hands which is now affecting his ability to communicate effectively through means of BSL.

Mr & Mrs S were visited by Care & Repair along with a BSL interpreter where it was established that Mr S was a frequent faller due to increasing balance problems.

They live in a semi-detached home and after carrying out a Healthy Home Check we confirmed there were no issues with heating/damp.

Mr and Mrs S had difficulties in using their bath, toilet, stairs and front door. They both found getting in and out of bed and an easy chair difficult.

The family were increasingly anxious about Mrs S falling whenever she was home alone. They also worried about her inability to hear if the smoke or CO alarm sounded.

We provided the following:

- BSL interpreters booked
- Enable grant processed for rails to bath, toilet, stairs and front access (BSL interpreter booked for this appointment jointly with Caseworker)
- Referral to Fire Service for assessment for aids
- Referral to Occupational Therapy for assessment of chair
- Telecare assessment

What outcomes:

Improved housing in terms of accessibility and reduced falls risk

Good practice highlights

- Making links with local groups makes Care & Repair services available and accessible to a wider range of people
 - Having the support of our partner AOHL Cymru means we have access to high quality BSL interpreters for our clients that require it
 - Providing BSL interpreters means that our clients are properly informed about what options are available to them
 - Providing BSL interpreters also means that they are in control of the process and can express to us what matters most to them
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Good practice with national partners

The Managing Better service highlights the benefits that can be achieved for the people of Wales through committed collaboration. The strong partnership approach of Care & Repair Cymru, RNIB Cymru and Action on Hearing Loss Cymru has developed an initiative which provides invaluable support to older people to retain their independence and remain living in their own homes.

The Managing Better service integrates the impact of sight and hearing loss into home improvement and can significantly improve the lives of older people by putting in place mechanisms to help them manage the impact of sensory loss. The service also tackles issues of isolation and loneliness, which can have a significant impact on physical and mental well-being.

This collaboration with national partners has given the Managing Better service the confidence to develop new partnerships with hospitals, clinics, GP surgeries and social services teams to focus on the wellbeing of older people as a 'shared patient-client journey'.

“Managing Better has ensured that more people who are deaf, hard of hearing or have tinnitus are supported across Wales. The training provided by Action on Hearing Loss helped to ensure Managing Better caseworkers were well equipped to support these client groups. We have benefited from working in partnership with Managing Better by being able to offer a holistic approach across our services and offering a client centred solution to people who are deaf, hard of hearing or have tinnitus.”



- Rebecca Woolley

Director, Action on Hearing Loss Cymru

Having the input of RNIB Cymru and AOHL Cymru into the development of Managing Better, and their continued involvement through the steering group has helped our caseworkers tap into their networks to promote the service, both to people with sensory loss and other professionals.

The involvement of our national partners has also enabled Care & Repair to improve our Healthy Homes Check assessment process. Their expertise has helped us to provide sensory loss specific guidance for our caseworkers when carrying out the assessment.



“The Managing Better service has highlighted how effective co-production can have a hugely positive impact on the lives of individuals, enabling many older people with sight loss to remain living independently at home. The service also successfully meets the aims of prudent healthcare, either by keeping people out of hospitals through timely interventions or speeding up their release from hospital through the provision of bespoke solutions to their housing problems.

RNIB Cymru is proud to be a partner in this service and looks forward to continuing our joint working into the future.”

Ansley Workman
Director, RNIB Cymru

Case Study Mrs P

Mrs P has no sight in her left eye and premature retinopathy in her right eye, acute glaucoma and stigmatism. She is registered as severely sight impaired. The lighting in her home was so dark that she was struggling to live safely due to her sight loss. She was not using several rooms in her home due to the poor lighting and fear of falling. She was also finding it hard to go out on her own due to the deterioration in her eyesight because she was worried about falling and ending up in hospital.

Mrs P was referred to Managing Better by an ECLO. The Managing Better caseworker visited to find out what was important to her and to carry out a Healthy Home Assessment, which identified a wide range of poor lighting issues which made the home unsafe. The caseworker arranged a joint visit with an electrician to complete a lighting assessment and Care & Repair were able to access Welsh Government Enable funding to provide:

- All new LED bulbs in the kitchen, downstairs toilet, lounge, dining room, hallway, landing, stairs, bedrooms and bathroom.
- Under-unit LED strip lights fitted in the kitchen.
- New LED fluorescent light fitted in the utility room.
- 2 Passive Infrared (PIR) sensor lights fitted in the garden and existing bulbs replaced.
- Edgings and nosing's highlighted on the steps in the garden.

The caseworker also provided advice and information about local support groups, social groups and activities. Now Mrs P's home is safe she is due to start orientation & mobility training with a ROVI.

Mrs P said "When you haven't got a lot of sight you think well, how can good lighting make that much difference? But it certainly has for me. It's changed my life. It means I don't need to rely on anyone and I can be independent and do the things I want to do, when I want to do them."

Good practice highlights

- Bespoke lighting assessment training enabled the caseworker to identify specialised lighting that would be of benefit to the client
- Ensuring the home was safe enabled Mrs P to begin mobility training with a ROVI
- Close working across Wales between caseworkers and ROVIs ensures the home is safe, enabling ROVIs to assist their clients with mobility training and daily living tasks
- 3 regional workshops providing Wales wide coverage were facilitated by Care & Repair and ROVIs to improve joint working
- A ROVI and a Managing Better caseworker will jointly present at the Wales Eyecare Conference 2018 to share good practice



Sandy Davies, a Local Authority based ROVI on the benefits of joint working with Managing Better

“Joint working with Managing Better Caseworkers is vital with ROVIs and Sensory Teams across Wales. As a practising ROVI I feel we work very well together providing our service users/clients with a full holistic and comprehensive assessment. The Managing Better service can also act as a safety net for people who may not know about what services are available to them in their local area.

This means that if there are any concerns of safety then the Managing Better Caseworker can contact the local sensory team and other organisations to highlight these concerns or risks. This can help with prioritising people who are for example at greater risk of burns, falls or social isolation.

Having worked as a Managing Better Caseworker for over a year within Care & Repair and now back as a ROVI in the Sensory Team within Bridgend Social Services I feel partnership working is crucial.

Through timely intervention we can explore ways of working together, share best practice and ideas while giving our clients the best service.

I have seen the partnership working across Wales with Managing Better Caseworkers, ROVIs and Sensory Teams. I know it works well and I've seen great results and evidence where clients have benefited.





The work carried out by the Managing Better Caseworker can save the time that a person is waiting especially in areas where ROVIs can't always get out quickly, where there are huge waiting lists and massive demands on Sensory Teams. An example is how adaptations to the home can prevent an individual from falling and maximising their welfare benefits.

Lighting assessments can be done quickly by the Managing Better Caseworkers allowing a ROVI to undertake training, such as preparing a hot meal safely, making a hot drink safely and mobilising safely around their home environment.

The Welsh Rehabilitation Officers Forum (WROF) will continue to work alongside the Managing Better service. We are currently looking at more joint training and networking opportunities to develop our roles further. C&R and other third sector organisations take some of the huge pressures off Health and Social Care by collaboratively working.

We are all cogs in a wheel and if the MB project wasn't there it would have a massive impact on what services can be put in place. This makes a big difference to the safety and wellbeing of people who have sight and hearing loss.”



Communication tips when working with people with sensory loss

Working with our partners RNIB and AOHL has enabled us to make use of their expertise so caseworkers have a good understanding of communication techniques when working with people with sensory loss, such as the following guidance on environmental factors and dementia related sensory loss.

This kind of information has been invaluable for Managing Better caseworkers when carrying out a Healthy Home Check assessment.

Environmental tips to help a person with dementia and hearing loss

- Use soft furnishings such as carpeted flooring to absorb background noise.
- Have quiet areas where people can go to have conversations.
- If hearing aids are worn, make sure they are working.
- Install induction loop systems and ensure they are working.
- Use memory boxes and pictures depicting local scenes.
- Fixtures and furniture should be age appropriate and homely.
- Maximise use of natural light where possible.
- Lighting levels should be consistent, even and controllable.
- Use clear and consistent signage.
- Offer guidance and support where appropriate

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Good practice with statutory partners

As well as working collaboratively with statutory partners in local authorities, for example with sensory teams and other social services teams we have also been building strong links with Health, for example getting direct referrals from GP's through Primary Care. We have also been building strong links with Secondary Care, for example through hospital discharge services and audiology.



Case Study - Rebecca Carpenter,

Senior Hearing Therapist Royal Gwent Hospital

Rebecca Carpenter is a Senior Hearing Therapist for Aneurin Bevan University Health Board based in the Royal Gwent Hospital Audiology Department. “One of the downsides for us in the hospital when ordering equipment is we don’t get to see the patient’s home environment. By referring to Managing Better the caseworkers visit our patients at home and spot other things that may not be related to Audiology, so they can offer other help and support as needed.

This is very good as a starting point for our patients as they get the help they need from Audiology, but they also get additional help from Managing Better for other aspects of their daily lives as well. We may refer to the Managing Better service for a piece of equipment to be fitted but when the caseworkers go out to visit people they look at the whole aspect.

Managing Better gives us an additional referral pathway. We give advice at the hospital and it tends to be general advice, so for example if someone was saying they were having falls our general advice would be you need to go and see your GP to discuss that.

Or for example I often have patients who say they are struggling to find workmen to do jobs around the home. Knowing that the Managing Better service is there and knowing they understand the issues that people with hearing loss face gives me the confidence to refer people to the service.



I’ve always known about the work that Care & Repair do and it’s something my mum has used. I’ve always advised people to contact their local Care & Repair agency for help and support. The patients we see are quite vulnerable, we are asking them to use the phone, and when you’ve got a hearing loss that’s not the most comfortable thing that people want to do. So, the ability to refer to the Managing Better service means that our patients can get a wide range of help just by having a conversation with us

Good practice highlights

- Managing Better caseworkers developed strong links with the Audiology department in Royal Gwent Hospital giving staff there the confidence to refer patients to Managing Better
 - Managing Better caseworkers are part of a work party with the Audiology department and other professionals to share good practice and improve the service offered to patients/clients
 - To share this good practice, we were invited to give a presentation about Managing Better at the National Audiology Conference in 2018. This was a great opportunity to share our good practice with Audiologists and associated professionals from across Wales.
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Case Study Mrs B

Mrs B was referred to the Managing Better service because of a Caseworker being present at Accident & Emergency during a Winter Pressures Project.

Mrs B reported several falls at home within the last few months and presented with several illnesses; sleep apnoea, oedema, hearing loss, arthritis and balance problems.

Mrs B was visited initially by the Hospital to Home's Home Safety Officer within 3 working days where an on-the-job assessment was complete, and following installed:

- Fixed shower seat
- Grab rail to the front door
- Grab rail to the toilet

A visit was also completed by the Managing Better Caseworker where the following were established:

- Draughty window in the living room next to Mrs B's chair
- Cold house with reports that the boiler isn't working as it should
- Family are concerned about leaving Mrs B alone, and as a result daughter has had to leave employment
- Benefits need to be maximised
- Difficulty in mobilising, family have difficulty parking when outdoors
- Hearing loss has worsened
- Mrs B has not had a sight test in well over 2 years
- Difficulties accessing the porch area due to threshold
- Concerns over security

The issues were addressed were as follows:

- Healthy Homes Assistance Grant processed for repairs to the draughty window – works up to £350
- Warm Homes Prescription submitted – works up to £3500
- Telecare application submitted to promote independence and reduce worry and anxiety for Mrs B and her family
- Application for Personal Independence Payment to be submitted
- Letter of support to assist with Blue Badge application
- Signposted to GP for hearing check
- Signposted to Optician and provided advice on the importance of having an eye test every 2 years even if Mrs B reports her sight as 'ok', and advice provided on the possible link between varifocal glasses and falls
- Rapid Response Adaptations Grant processed for grab rail to porch area and for security light to be installed for added security
- Advice was also given on appropriate footwear

Good practice highlights

- Having a Care & Repair caseworker based in the Hospital meant that a quick referral was able to be made to the Managing Better service
- The caseworker took a prudent health approach when visiting Mrs B, encouraging her to have her sight tested and her hearing tested.

Managing Better resources

Resource	Web Link
<u>Managing Better first year report</u>	https://bit.ly/2OpJETv
<u>Bridgend County Care & Repair Managing Better case study</u>	https://bit.ly/2EpS9Jt
<u>Managing Better Digital Story “The first year”</u>	https://bit.ly/2AdjV7P
<u>Managing Better Digital Story “How a Managing Better caseworker helped a client”</u>	https://bit.ly/2CMX0mm
<u>Managing Better audio information leaflet</u>	https://bit.ly/2AcZ1FU



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Would you like to know more?

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