

# Our range of services

Creating healthy homes for independent living



Home Improvement  
Agency Awards 2009  
WINNER



HANDYPERSON  
MAJOR ADAPTATIONS  
SUPPORT FOR CHOICE  
CONNECTING WITH HEALTH  
FUNDING FOR REPAIRS & ADAPTATIONS

## Language statement

If you do not speak English and need help in understanding this document, please telephone the number below and state the name of your language. We will then put you on hold while we contact an interpreter.

Tel: 2406009

### Bengali

যদি আপনি ইংরেজীতে কথা বলতে না পারেন এবং এই দলিলটি বুঝতে পারার জন্য সাহায্যের দরকার হয়, তাহলে দয়া করে নিচের নম্বরে ফোন করে আপনার ভাষাটির নাম বলুন। আমরা তখন আপনাকে লাইনে থাকতে বলে কোন দোভাষীর (ইন্টারপ্রিটার) সাথে যোগাযোগ করব।

### Hindi

निकर तुरमी इंगलिस नही बोलते अउरें तुरातुं इस दसतवेज नुं समझत लई सहायिता चाहीदी है तं किरपा करके हेठं वल्ले नंघर तें टैलीफोन करे अउरें आपनीं ज्ञान दा नांअ दंसो। डेर असीं तुरातुं इंतजार करन लई कहांगे तं जें असीं किसे इंटैरपरेटर (दुभासी) नाल संपरक कर सकीऐ।

### Punjabi

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### Urdu

اگر آپ انگریزی نہیں بولتے ہیں اور اس دستاویز کو سمجھنے کیلئے آپ کو مدد کی ضرورت ہے تو براہ مہربانی نیچے دیئے گئے نمبر پر ٹیلی فون کریں اور اپنی زبان کا نام بتائیں۔ اس کے بعد ہم آپ سے انتظار کرنے کا کہہ کر آپ کیلئے کسی ترجمان سے رابطہ کریں گے۔

### Cantonese

如你不懂說英語而需要協助以明白本文件，請致電下列電話號碼並說明你的母語。我們將會請你稍候以聯絡口譯員。

Care & Repair Leeds, 323 Roundhay Road, Leeds LS8 4HT

**Tel:** 0113 2406009 **Fax:** 0113 2493349

**email:** enquiries@care-repair-leeds.org.uk

**website:** www.care-repair-leeds.org.uk

**Your caseworker is:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

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# Introduction



Care & Repair Leeds is the Home Improvement Agency for Leeds and has been running for 25 years. It is an independent agency with charitable status, accredited by Leeds Supporting People and covering the whole of the Leeds Metropolitan District area. The aim of the agency is to promote independent living for older people, adults and children with disabilities and people on low incomes. It achieves this by providing a wide range of cost effective, efficient, client-centred services, which are flexible and can be adapted to meet changing needs.

In order to achieve our stated aims - to promote independent living and choice - all of our clients are offered access to all of our services. Many clients receive a package of services, focused on their individual needs, which allows them to live independently in their own homes and communities. These clients are also referred on to other organisations where appropriate. We aim to provide Healthy Homes for Independent Living.

*Bill Rollinson*

Bill Rollinson M.B.E

# Disabled Adaptations Service

**We can provide the following range of services for disabled adults and children:**



**What we can offer:**

- Advising on the type of adaptations that may be needed.
- Obtaining independent Occupational Therapists reports if required.
- Designing the adaptations (including converting rooms and creating extensions).
- Obtaining the necessary planning and building regulation approvals.
- Providing schedules of work, tenders and obtaining estimates from contractors.
- Making grant applications for Disabled Facilities Grants.
- Arranging for the work to be carried out and supervising the work on site.



*"Thank you. It's good to have people you can rely on."*

**Contact Angela on 0113 2009159 for more information.**

Funded by



# Prevention of Falls Service



**Are you worried about falling at home?**

**Are you aged 60 or over, with a GP based in Leeds?**

**The service is available to any tenure and is not means tested.**

## What we can offer:

- Survey your home for hazards.
- Provide grab/stair rails and carry out other safety measures.
- Carry out a bathing assessment and provide equipment.
- Give you practical advice about how to avoid falls.
- Give advice about other services.
- Check that you are receiving all the benefits that you are entitled to.



*“Very pleased with the stair rails and other aids...”*

**Contact Sharon on 0113 2009156 or Katie on 0113 2009169 for more information.**

**It is a sad fact that falls among older people are very common, but many of these falls can be prevented. Here are a few suggestions which may prevent falls and trips within the home:**

### **Lighting**

- Check that all rooms (especially stairways) are well lit, particularly when entering a room.

### **Electrical wires and sockets**

- To avoid feeling dizzy, do not bend down to electrical sockets. Have them raised if necessary.
- Avoid trailing wires. Have extra sockets fitted if necessary.
- Avoid walking across a dark room before switching on a light. Check positions of light switches and have extra ones fitted if necessary.

### **Carpets and rugs**

- Make sure that all floors and stairways are free from clutter.
- Remove all rugs and mats, especially from smooth floorings such as cushion floor, and do not polish under rugs.

### **Furniture**

- Take care when sitting or rising from a chair to reduce quick movements.

### **Windows and doors**

- Ensure that doors and windows can be opened easily.
- Avoid climbing on stools or other objects to open windows or to access items that are out of reach.

### **Stairways**

- Avoid leaving items on the side of the stairs.
- Avoid hanging coats etc. over the banister rails.

### **Bathroom**

- A rubber mat should be used in the bottom of a bath or shower.

### **Bedroom**

- Ensure that you are not walking across a dark room when getting into or out of bed. Use a bedside lamp or have a pull switch fitted over the bed.
- Take time when getting out of bed. Get up in stages to avoid dizziness.

### **Garden and paths**

- Keep outside areas well lit.
- Ensure that all paths are even and paving slabs are not cracked or broken.



# Support My Life

**Our new service Support My Life features a catalogue and an online shop offering 100s of daily living aids that will further help and support people to live independently.**

**Mobility – Home Safety – Rest & Relaxation**

**Eating & Drinking – In the Kitchen – Around the Home**

**Health & Wellbeing – Fitness & Leisure – In the Bathroom**

**Dressing & Grooming - Toileting & Personal Care**

**To request a catalogue call 0113 200 9161 or buy safely online at [www.supportmylife.org](http://www.supportmylife.org)**

## **Make a difference to your local community**

Support My Life operates as a Social Enterprise on a not-for-profit basis; any surplus from sales of products is reinvested back into the organisation for the benefit of the local community.

## **Xtra Support**

Our Xtra Support service enables clients to purchase goods which they may not have considered purchasing previously due to lack of support, eg. having a wall-mounted shower chair fitted by a quality assured tradesperson through our Handyperson Service at a reasonable cost.

**Contact Janet on 0113 2009161 for more information.**

# Health Through Warmth



**Is your home cold and damp?**

**Are you, or someone you know, living in a cold home with inadequate heating or insulation?**

**Are cold conditions in your home making your health worse?**

**Do you have a low household income and little or no savings?**

If you can answer **yes** to these questions, the Health Through Warmth scheme may be able to help you.

Health Through Warmth may be able to help with:

- Cavity wall and loft insulation.
- Heating systems or appliances.
- Boiler repairs or replacement (if broken).
- Energy efficiency and benefits advice.

Health Through Warmth is a scheme run locally by Care &

Repair Leeds in partnership with Leeds City Council, NHS Leeds and npower. The scheme aims to help improve levels of warmth, comfort and quality of life for vulnerable people who have cold and damp related illnesses, and they live in homes that don't have adequate heating or insulation.

*“Our most grateful thanks for the prompt way and attention given to our application.”*

**Contact Ben on 0113 3918336 for more information.**



# Housing Choices Service

**Do you want to stay in your own home but are worried about how you'll manage?**

**Are you thinking about downsizing or moving somewhere with more support?**

**Would you like free independent advice on the Housing choices available to you?**

**If you have a disability or are over 60 we may be able to assist you.**

## **We can:**

- Visit you in your own home to discuss your needs.
- Advise you on the different options available to you.
- Give you information, advice and practical support to move home.
- Assist you in accessing practical support services to help you remain in your own home.
- Offer advice on how to obtain finance to improve or adapt your home.

*"thank you for the excellent service and advice given to us."*

**Contact Sam on 0113 3918331 or Ali on 0113 3918330 for more information.**

# Home Maintenance Service



**Do you own your own home?**

**Do you have any repair, heating or security problems?**

**If so we can arrange for work up to £600 of work to be carried out.**

**Who is eligible for this service?**

- Homeowners who are over 60 who receive Council Tax Benefit.
- Homeowners under 60 who receive Council Tax Benefit and Disability Living Allowance.

**The service includes:**

- A home visit to discuss any repair or maintenance problems.
- An offer to pay for identified and agreed works.
- Advice and information about benefits and other services.



*“Care & Repair have always been very kind and good to me. I really don’t know how I would have coped without you all...”*

**Contact Abul on 0113 2009164, Samina on 0113 2009165 or Jane on 0113 2009166 for more information.**

# Back to Back Home Improvements



**Are you aged 60 or over?**

**Do you live in a back to back house?**

If so we can arrange for a home improvement and safety assessment and for work to be carried out in your home, free of charge.

**Who is eligible for this free service?**

- Homeowners.
- Council tenants.
- Housing association tenants.
- Private landlord tenants.

**A home visit to discuss any problems with regard to the condition of your home including:**

- Gas and electrical safety.
- Fire safety.
- Falls safety.

- Home security.
- Energy efficiency.
- Home maintenance and repairs.
- We can arrange for some necessary work to be carried out free of charge by one of our registered contractors.

We can identify and refer on to any other services that you may be eligible for and check that you are receiving your full entitlements to benefits.

*“...all staff, at every level have been pleasant, caring and courteous and the work has been carried out to a high standard.”*

**Contact Ravinder on 0113 2009157 for more information.**

# Handyperson Service



**Are you a homeowner?**

**Are you over 60 and in receipt of Council Tax Benefit?**

**Are you under 60 and in receipt of Council Tax Benefit and Disability Living Allowance?**

If so, we can arrange for up to **£300** of work to be carried out in your home.

**The Handyperson Service includes:**

- Electrical and plumbing works.
- Heating repairs.
- Joinery works.
- Home security improvements including, locks, chains, door viewers etc.
- Works to improve safety in your home.



*“Thank you for all you have done for me, I was amazed how quickly it was all done. Everyone that came to see me was very helpful and pleasant.”*

**Contact Samina on 0113 2009165 for more information.**



# Repairs and Home Improvements Service

**Can you afford to pay for your repairs/home improvements?**

**Do you need help to identify work that needs doing?**

If so we can help you.

We are introducing a new service for those who can pay for repairs, adaptations and improvements to their home but need some help to organise the work.

**We can:**

- Send a Technical Caseworker to visit you to give advice on improvements.
- Arrange for a contractor from our approved contractors list to give an estimate and organise for work to be carried out. This includes roofing, gas, plumbing and electrical works and other home improvements.
- Send a contractor to carry out small handy person jobs to improve safety in the home.
- For larger works our Technical Caseworker will draw up a schedule of works, obtain estimates, arrange the work and provide support throughout.
- We will help to sort out any problems if they should arise.
- There is a small charge for these services.

Contact Abul on 0113 2009164, Samina on 0113 2009165 or Jane on 0113 2009166 for more information.

*“I have been very pleased with the work carried out, it has helped me tremendously and given me confidence.”*

# Hospital Discharge/ Prevention Service



**This service is only available through referral by Occupational Therapists and Physiotherapists.**

This minor adaptations service is aimed at allowing people to leave hospital as soon as their treatment is completed or preventing them from being admitted in the first place. Referrals for the service are received only from Occupational Therapists and Physiotherapists either in hospitals or in the community.

**The work includes:**

- Fitting handrails and grab rails.
- Other minor adaptations.



**“I have nothing but praise for the speedy way in which work was carried out, very impressed with all facilities.”**

**Contact 0113 2406009 for more information.**



# Leeds Directory

the easy way to find reliable, flexible services in your area

The Keeping House Leeds Directory gives you the choice of over 1200 local businesses and organisations that can support you to live independently.

[www.LeedsDirectory.org](http://www.LeedsDirectory.org)

**No Internet? No Problem!**

**Call the Helpline on: 0113 391 8333**

**and we can send you all the information you need.**

- **Quality Assured Domestic and Personal Care services** including Cleaning, Gardening and Sitting and Shopping.
- **A wide range of support services** including Mental Health, Wellbeing, Social, Leisure and Community services.
- **Reviews and Ratings** help you to decide which service(s) to choose
- **The Big Green Tick** ✓ is our mark for Quality Assured Service Providers.
- Search and Apply for **Personal Care Assistants** (in partnership with Leeds Centre for Integrated Living).
- Find a Quality Assured Tradesperson with our **NEW Trade Directory** (in partnership with West Yorkshire Trading Standards).

Contact the Helpline on 0113 3918333 for more information.

# Beware of Bogus Callers



**Most callers at your door are genuine – but some are not!  
Don't forget – nobody has the right to walk into your home.**

## **If someone calls at your door:**

- Think before opening the door – put the chain on first.
- Ask the caller for identification – keep the chain on while you check it.
- If the caller does not have an appointment, telephone their office and don't be afraid to send them away.
- Don't pay builders before they have finished the work.
- Beware of paying cash to builders.
- If you have any suspicions please call the police.

## **Emergency Information**

- When possible leave a key with a neighbour.
- Make sure you know where your stop tap is so you can turn off the water if there is a leak.
- Make sure you know where to turn off your gas supply; **if you smell gas contact 0800 111 999 for gas leaks.**
- Make sure you know where to turn off your electricity in an emergency. **For emergencies contact 0800 375 675.**

# Compliments/Comments/Complaints

## We want to hear from you

We are constantly trying to ensure that we are delivering the best possible services and it is important to us that we listen to what you have to say. We want to know what you think about us, our services and the way we deliver them.

### Compliments

If you have been pleased by the quality of service you have received from any team or individual, please contact the office on 0113 2406009 or write a note to us at the address on the back of the booklet and we will pass on your comments.

### Comments

Your feedback is very important to us and helps us to shape the services we offer.

### Get involved

Why not join our distance focus group and play an active part in how we do things from the comfort of your own home?

### Frequently asked questions:

**Q:** What will I have to do?

**A:** Give your thoughts or ideas on a new service, existing services or leaflets we are producing.

**Q:** How often will I have to take part?

**A:** There is no set time; it will depend on the developments within the agency.

**Q:** Will I have to travel to the office?

**A:** No, we will ring you or post out the information for you to look at with a prepaid envelope for you to return your comments.

**Q:** What if I join the focus group and then decide I don't want to contribute?

**A:** Not a problem, we would only want you to participate if it was right for you.

### Complaints

As part of our commitment to improving our services, we welcome your views.

Of course, we hope and intend that you will have no cause to complain. However, we offer a comprehensive complaints procedure to ensure that any problem is dealt with properly and fairly. Please ask for our leaflet.

## Useful numbers:

NHS Direct	0845 4647
Adult Social Care	222 4401
Council Tax & Benefits	222 4404
Environmental Services	222 4406
Highways	222 4407
Welfare Rights	376 0452
Age UK	245 8579 or 389 3004
Energy Saving Trust	0800 512012
Leeds City Council	222 4444
Fire Service	0800 587 4536
First Checkpoint	0845 838 8851
Access Bus	348 1900
Centenary House	243 8328
William Merritt Centre	305 5332
St. James's Hospital	243 3144
Leeds General Infirmary	243 2799
Dial (Disability Information and Advice Line)	214 3630
Leeds Older Peoples Forum	244 1697
Advocacy Support	235 1877
First Stop Advice for Older People	0800 377 7070
Shire View (Centre for Visual Impairments)	214 4544
Leeds Centre for Integrated Living (Direct Payment Support Service)	214 3599
For more useful organisations and services call Leeds Directory	391 8333

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Twinheat	Steve Sunderland	
Yorkshire Care Equipment	Kingfisher Windows	



**Our phone lines are open from 9am-5pm Monday to Friday with a 24 hour voicemail facility available 7 days a week.**

Reception opening hours:

Monday 9am-4pm

Tuesday 10.30am-4pm

Wednesday 9am-4pm

Thursday 9am-4pm

Friday 9am-4pm

(Closed for lunch 12.00 to 1.00pm)

Working in partnership with:



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Care & Repair Leeds

323 Roundhay Road, Leeds LS8 4HT

**Tel:** 0113 2406009

**Fax:** 0113 2493349

**email:** [enquiries@care-repair-leeds.org.uk](mailto:enquiries@care-repair-leeds.org.uk)

**website:** [www.care-repair-leeds.org.uk](http://www.care-repair-leeds.org.uk)

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