

Communities, Equality and Local Government Committee

Inquiry into Home Adaptations

Response from : Cardiff Community Housing Association

**Cardiff Accessible Homes**  
**Performance Accountability Report**  
**Physical Adaptation Grant (PAG) service**  
**1<sup>st</sup> April 2011 – 31<sup>st</sup> March 2012**



Cardiff Accessible Homes is a project that provides physically disabled persons a holistic housing service which includes managing a central disabled persons housing list, Occupational Therapist assessments, housing advice and support. This involves working in partnership with several housing associations, agencies and voluntary organisations with a view to finding positive solutions and outcomes for disabled persons regarding their housing issues.

A part of what CAH do is manage the referral process for Physical Adaptation Grants (PAG), this involves taking the referral and arranging OT visits and assessments in order for clients to be able to have adaptations installed in their properties.

What did we do in 2011-12?	How well did we do it?
<p>305 Physical Adaptation Grant (PAG) referrals received, we completed 265 home assessments.</p> <p>Breakdown of referrals received</p> <ul style="list-style-type: none"> <li>• 89% from RSL's</li> <li>• 7% from Social / Support Worker</li> <li>• 2% Occupational Therapist team</li> <li>• 2% Self referral</li> </ul> <p>PAG referrals completed - types of works done included:</p> <ul style="list-style-type: none"> <li>• 34 stair-lifts</li> <li>• 178 Level Access Showers</li> <li>• 102 Access adaptations such steps, ramping and widening doors</li> </ul> <p>please note some clients were not eligible or had multiple adaptations installed</p> <p>We sent out 265 satisfaction questionnaires. 136 clients responded, equating to a return rate of 51%</p>	<p>Average wait for initial contact from CAH to client after referral was 3 days.</p> <p>Average time for an OT to visit client was 25 working days</p> <p>Average time for the adaptations to be completed from date of referral to completion of works was 102 working days.</p> <p>125 people or 92% of those who responded felt very satisfied with standard of work completed at their homes</p> <p>123 people or 90% of those who responded felt very satisfied with the quality of customer service they received</p> <p>136 people or 100% of those who responded felt the adaptations suited their needs</p> <p>135 people or 99% of those who responded would recommend the service they received from Cardiff Accessible Homes to other people</p> <p>Average cost of each OT assessment was £37</p>
<b>Is anyone better off?</b>	
<p>125 people or 92% of those who responded would no longer consider moving to another property due to the installation of suitable adaptations</p>	

132 people or 97% of clients felt more able to remain living independently in their current homes as a result of the work that was done

136 people or 100% of clients felt that the works had made a difference to them (this included safety and security and also improved access which led to many clients being able to leave their property and visit relatives, friends and improve social inclusion)

## **Case Studies**

### **Mrs J, Caerau**

Mrs J slipped in her bath twice in a week, the second slip led to her being hospitalised. Having contacted the project the discharge nurse was advised of the options available.

An OT visit was arranged to the property with the client and the OT discussed options regarding the installation of a level access shower and ramping to property.

The OT completed the assessment and this was sent to the landlord to complete the tendering process. The level access shower was installed within 3 weeks and ramping completed within 4 weeks.

On a recent visit to Mrs J in her home, CAH were advised the installation of the shower had allowed Mrs J to take care of her personal hygiene without the worry and stress of falling and that the installation of the ramping had led to Mrs J being able to access her property without having to climb stairs.

### **Mr B, St Mellons**

Mr B was undergoing a period of rehabilitation following bilateral amputation. His property was not suitable for a wheelchair user and required several adaptations in order for him to return home. The landlord referred the case to CAH who arranged an OT visit and assessment with Mr B at the property. The outcome of the visit was for a level access shower be installed, doorways to be widened and provision of external ramp to accommodate use of a wheelchair.

As Mr B was not able to return home until these works were completed, works started as a matter of urgency, all works were completed within 6 weeks of initial contact. Mr B returned to the property and advised CAH that he is very happy and satisfied with the adaptations and that they have led to him being able to live independently and in a safe and secure environment.

### **What other clients said about the adaptation service offered / provided by Cardiff Accessible Homes and its partners:**

'I am now able to get upstairs using my stairlift, I haven't been upstairs in my house my several years'

'Fabulous shower and toilet, much easier and safer for my back, limited bending'

'I was kept informed at all times'

'Wonderful, I can bath safely now'

'Very good job, minimal disruption'

'Occupational Therapist was very knowledgeable and offered several solutions'

'The service was speedy, efficient, professional and courteous'

'CAH explained all of what they were going to do - that is important'

'Just want to say thank you for everything'

'I am very pleased with the work carried out, I now have a very practical rear door and ramp'

'From the first phone call to Accessible Homes to the visit from the OT it was a wonderful service'

'The assistance & work from enquiry to completion was exceptional, thank you all'

'Excellent service, I've never been treated as well, anywhere by anyone. I was explained everything'

'Having the adaptation has led to me having a level of independence. 'I cannot thank you all enough'

'Having the shower has made life much easier, no more problems having to struggle in and out of the bath or strip wash'

'I am now able to maintain a high level of hygiene'

'Without this stair-lift I could not have come home (from hospital) I am very grateful for your help'

'I can now shower in my own home instead of going to my daughters every day'

### **Cardiff Accessible Homes**

**Tolven Court**

**Dowlais Road**

**Splott**

**Cardiff**

**CF24 5LQ**

**Direct Line: 02920 468 408**

**[www.ccha.org.uk](http://www.ccha.org.uk) - then follow the link for Cardiff Accessible Housing**

# Cardiff Accessible Homes

## Performance Accountability Report

### Re-housing service

1<sup>st</sup> April 2011 – 31<sup>st</sup> March 2012



Cardiff Accessible Homes is a project that provides physically disabled persons a holistic housing service which includes, re-housing, assessments, advice and support. This involves working in partnership with several agencies and organisations with a view to re-housing the client or obtaining an Occupational Therapist assessment in order for adaptations to be installed. The underlying objective of the project is to help disabled people re-locate/remain within the home and to maintain safe, secure and to live independently for as long as possible.

What did we do in 2011-12?	How well did we do it?																														
<p>We received 402 referrals for re-housing Breakdown of referrals received:</p> <ul style="list-style-type: none"> <li>• 92% from Council (housing team, Common waiting list application and medical officer)</li> <li>• % from Social / Support Worker</li> <li>• 5% Self referral</li> <li>• 3% Occupational Therapists (both community and hospital)</li> </ul> <p>Occupational Therapists completed 302 re-housing assessments</p> <p>131 Clients successfully re-housed</p> <p>Below is a breakdown of property types and sizes of properties let via CAH</p> <table border="1" data-bbox="129 1395 774 1556"> <thead> <tr> <th>Bedroom</th> <th>1</th> <th>2</th> <th>3</th> <th>4+</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Bungalow</td> <td>6</td> <td>11</td> <td></td> <td></td> <td>17</td> </tr> <tr> <td>Flat</td> <td>75</td> <td>19</td> <td></td> <td></td> <td>94</td> </tr> <tr> <td>House</td> <td>1</td> <td>7</td> <td>9</td> <td>3</td> <td>20</td> </tr> <tr> <td><b>Total</b></td> <td><b>82</b></td> <td><b>37</b></td> <td><b>9</b></td> <td><b>3</b></td> <td><b>131</b></td> </tr> </tbody> </table> <p>We sent out 131 satisfaction questionnaires to those clients we re-housed. 81 clients responded, equating to a return rate of 62%</p>	Bedroom	1	2	3	4+	Total	Bungalow	6	11			17	Flat	75	19			94	House	1	7	9	3	20	<b>Total</b>	<b>82</b>	<b>37</b>	<b>9</b>	<b>3</b>	<b>131</b>	<p>Average waiting time for client to be re-housed (based on referral date to tenancy start date) was 272 days</p> <p>Of the 131 clients housed, 26 of these were deemed as urgent cases such as homeless, delayed transfer of care (DToc), child cases or priority OT cases. Average wait for these cases being housed was 41 days (based on referral date to tenancy start date).</p> <p>78 people or 96% of those who responded were very satisfied with the quality of customer service they received from CAH</p> <p>72 people or 88% of those who responded were satisfied with the standard of their property</p> <p>81 people or 100% of those who responded would recommend the service they received from Cardiff Accessible Homes to other people</p> <p>79 people or 97% of those who responded felt their new property was one or more of the following; property is safer, more secure, more comfortable than previous property</p>
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Is anyone better off?																															
<p>74 people or 91% of those who responded were happy with their new property and would no longer consider moving to another property</p> <p>78 people or 96% of those who responded felt more able to remain living independently in the new property</p> <p>75 people or 93% of those who responded felt that the move had made a difference to them (this included safety and security and also improved access which led to many clients being able to leave their property and visit relatives, friends and improve social inclusion)</p> <p>76 people or 94% of those who responded said the move has enabled them or helped with other issues such as travel, employment and/or education</p>																															

## **Case Studies:**

### **Mrs B, Splott**

Mrs B and her family were given notice to leave their privately rented property as the landlord was in the process of selling it. Mrs B had lived in the property for several years with her disabled daughter and other children, the private property was adapted to suit their needs.

Having completed the common housing application form, the project Occupational Therapist visited the family as a matter of urgency. Their requirements were noted and the family placed on the CAH urgent list, the family required a 3 bed property and wanted to stay in Rumney area due to family support.

A week after going on the urgent list a 3 bedroom property became available in Splott. CAH contacted the family to advise that although the property was not in the area of choice the property did match their needs and requirements. A visit was arranged and Mrs B gladly accepted the property.

Having recently spoken to Mrs B, CAH staff were informed that the family were very happy in the property and that the project Occupational Therapist had recently visited to recommend additional adaptations which will be completed in the next few weeks.

### **Mr F, Splott**

Mr F had been in hospital for several months following a road traffic accident and was unable to return to his second floor council flat due to him now using a wheelchair. The hospital OT contacted CAH to make a referral and provided the project with the necessary OT housing assessment several weeks prior to discharge. Mr F was placed on the urgent CAH list as a DToC case.

After 4 weeks of being on the urgent list a ground floor wheelchair accessible flat became available, CAH arranged a visit to the property with the client and both hospital and community OT's. Mr F viewed the property and was impressed with the size of the flat and turning space available for his wheelchair.

Having recently visited Mr F, CAH staff were advised by Mr F that he is now able to shower, cook and clean independently and has made new friends which has made him more confident and sociable.

### **What other clients said about the re-housing service offered / provided by Cardiff Accessible Homes and its partners:**

'We no longer have to negotiate 3 flights of stairs'

'Property was decorated and cleaned to a good standard'

'From the very beginning the staff did everything they could to assist, excellent service'

'The new property is perfect for me and my wife, we can now go out together'

'I felt isolated in my previous property, I am now close to family and friends'

'A much safer environment than my old property'

'So happy with the service I received'

'Top marks for Adrian, he was willing to listen and answer all questions'

'I moved from a high rise property to a ground floor property, having had two hip replacements this has helped me so much'

'You'll never know how much of a difference this property has made, we are happy, our lives are so much better'

'Quick efficient service from all concerned'

'I was kept informed at all times'

'CAH explained all of what they were going to do - that is important'

'From the first phone call to Accessible Homes to the visit from the OT it was a wonderful service'

'I am so pleased with my flat, it's a much safer environment than my previous property'

'I now live closer to my family who are able to support and care for me'

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