

Borough Council of
**King's Lynn &
West Norfolk**



West Norfolk Home Improvement Agency

Gemma Reid – Client Officer
Emma Boore- Careline Community Service Manager

What is a Home Improvement Agency?



A Home Improvement Agency is a local organisation dedicated to helping older people, people with disabilities, and vulnerable people to live in safety and with dignity in their own homes.

Services are focused on ensuring that existing housing is fit for purpose and that vulnerable people are able to continue living independently for as long as possible.

Our Agency consists of two teams

- Careline Community Services
- Care and Repair





Care and Repair

We provide:

- The statutory function to process Disabled Facilities Grants (DFG's)
- The facilitation of other grants and loans
- A private repairs and adaptations service
- A Prevention Assessment to identify all equipment and adaptation needs
- Advice and information i.e. funding options



Care and Repair



To deliver a range of major adaptations including:

- Stair lifts
- Level access showers
- Ramps
- Door widening
- Complex child and adult cases



Integrated Housing Adaptations Team

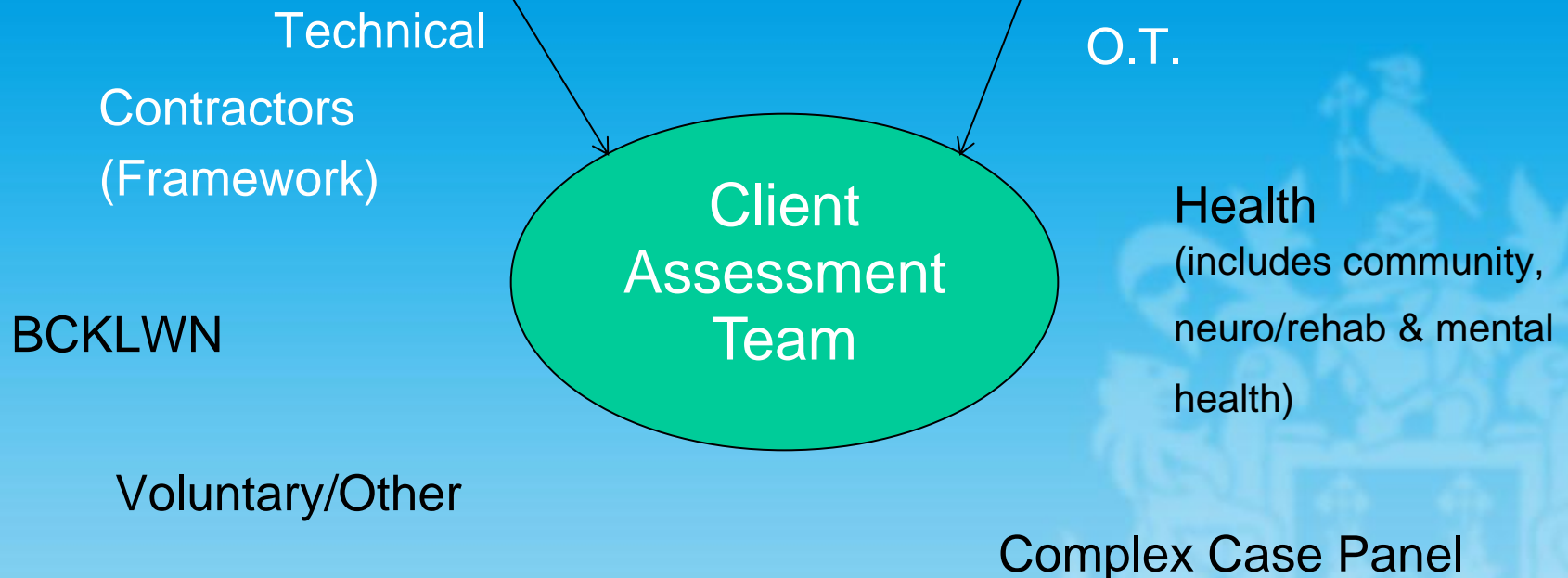


District Council

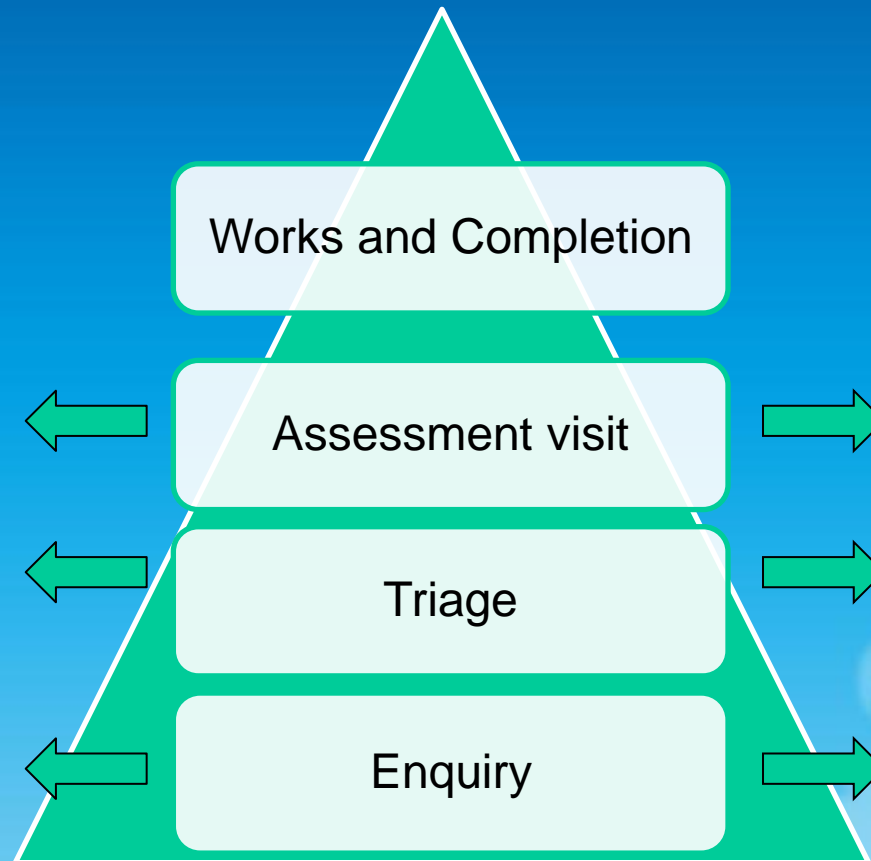
- Technical Officers
- Client Officers

Norfolk County Council

- Occupational Therapist
- Assistant Practitioner



The Client Journey



Integration – Playing Our Part



With the implementation of the Better Care Fund, we seek to assist partners in Health and Social Care in achieving the following:

- Reduce admissions to Care Home and Hospitals
- Reduce the need for Acute Care
- Reduce the need for Emergency Call Outs

Housing plays a vital role in a clients Health and Wellbeing. The Home Improvement Agency, through its' projects seeks to promote independence and ensure a client's home remains a safe, warm and secure environment.

Careline Community Service

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We offer:

- Community alarms
- Assistive technology
- Minor adaptations
- Falls prevention
- Home security
- Energy efficiency
- General handyperson service
- Advice and information



Prevention – Home Assessments



Funded by the Council (local and central), the aim of this project is to:

- Keep clients safe and warm during the winter months
- Reduce Hospital Admission
- Support Hospital Discharge
- Support those with a fear of falling

This is done by providing a Holistic Home Assessment and practical solutions as well as advice and information as to what other support services are available.

The logo for 'Warm and Well in Norfolk' is displayed in a white box. The word 'Warm' is in a large, orange, sans-serif font. The words 'and Well' are in a smaller, dark red, sans-serif font. Below this, the words 'in Norfolk' are written in a smaller, brown, cursive font.

Warm
and Well
in Norfolk

Prevention – Dementia Friendly Homes



- Dementia Care Coaching Programme
- Funded by Strong and Well, the aim is to assist clients living with dementia in their own home.
- Providing small measures to assist them to live in their home safely.
- Multi- Agency training to ensure those supporting people in their homes could refer to the project.
- Continued Professional Support from specialist at UEA.
- Grant limit of £250/client.
- Not means tested, but with memory difficulties.
- Clearly established pathways for client referrals.

The value of our services



- Integrated Housing Adaptions Team - We have Adult Social Care staff co-located with us to streamline the process
- A local framework agreement
- Trustmark
- Via our links with the Clinical Commissioning Group
- District Council Partners
- Registered Housing Providers
- An advice and information hub
- Extending the boundaries
- Adaptable and forward thinking
- Dementia friendly



Who do we work with?



Partners/ Organisations

- Voluntary Organisations and Agencies – Red Cross, Age UK, SSAFA, West Norfolk Carers, WN Befriending.
- Health – NSFT, NCH&C and NHS
- Social Care
- Forums and Community Group – Disabled, Older Persons

Within the District Council:

- Homechoice
- Housing Advice and Options
- Housing Standards
- Ask Lily
- Revenues and Benefits



Turning a house back into a home



What our clients say.....

They have been sympathetic and empathetic to our problems and worked quickly and efficiently to overcome them with fantastic results. (Mrs S – Kings Lynn, C & R client)

The Handyperson service is a first rate one, as are the employees who are excellent examples of what a service should be. Keep up the good work. (Mrs P- King's Lynn, Handyperson client)

My father is now living alone and is becoming unsteady on his feet. So in case he has a fall, we know someone can get to him quickly. Cannot fault the service. (Mr R- Worcester, Careline client)