

# Our Aims

- › Preventing excess winter deaths
- › Improving health and wellbeing among vulnerable groups
- › Reducing 'fuel poverty'
- › Improving the energy efficiency of homes
- › Reducing pressure on health and social care services
- › Reducing social Isolation
- › To provide Advice & Information

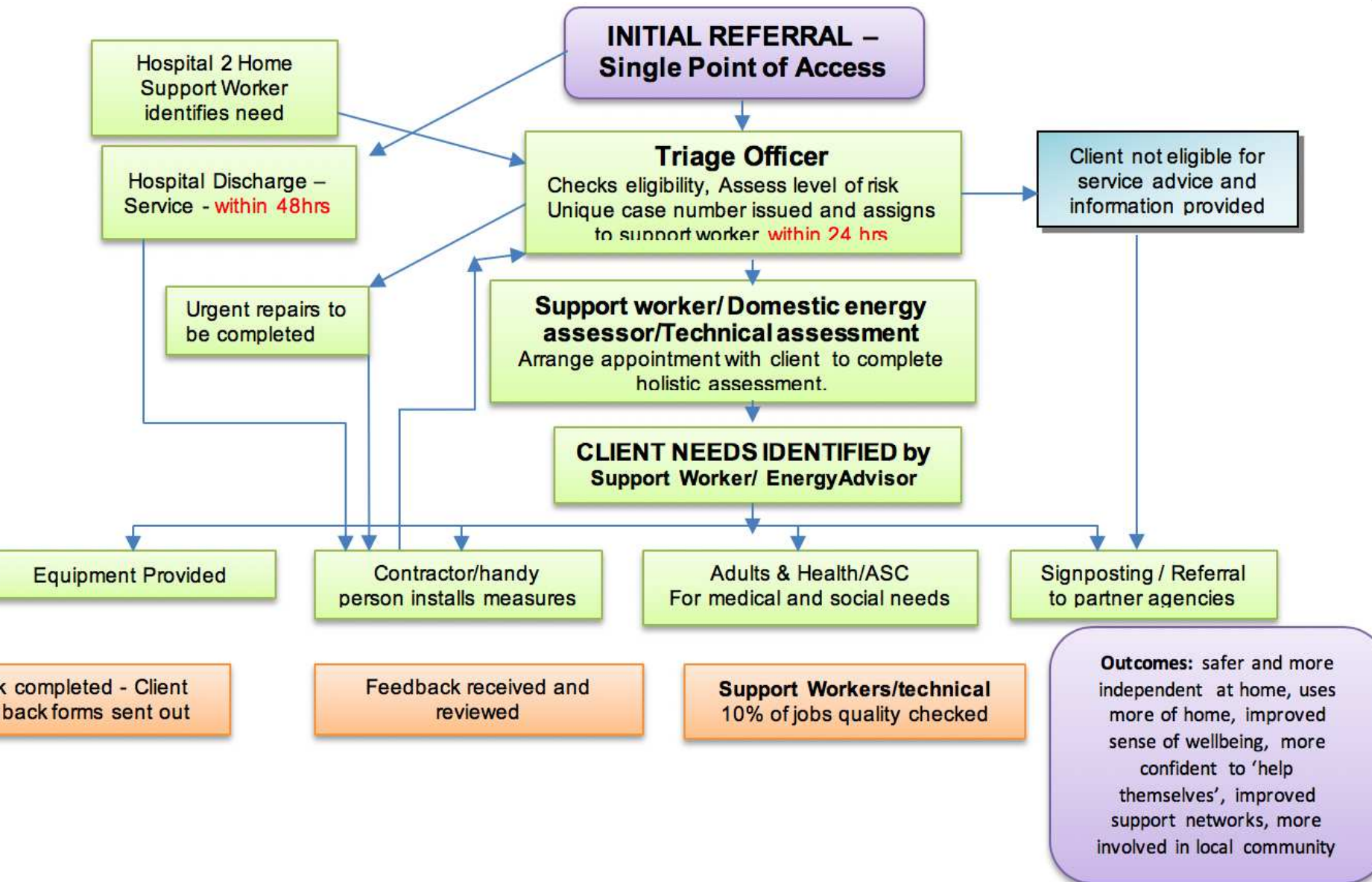


# What do we offer?

- We can offer a choice of practical, yet flexible solutions to help maintain independence.
- We provide home visits and advice and information to everyone
- We aim to offer a service to everyone, regardless of income and means ' No Wrong Door'
- everyone



# Referral Process



# Criteria

Qualifying criteria for falls prevention service – client must be aged 18 or over and meet at least one of the criteria from Group A and at least one of the criteria from Group B.

## Group A

- To prevent admission to care home
- To prevent admissions to hospital
- To prevent the need for increasing the cost of a care package
- To enable hospital discharge

## Group B

- Risk of falls where there is evidence of previous recurrent falls
- Inability of a person to use toilet
- Impact of rapidly deteriorating health condition
- Impact of an end of life health condition



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## Falls Prevention in the community

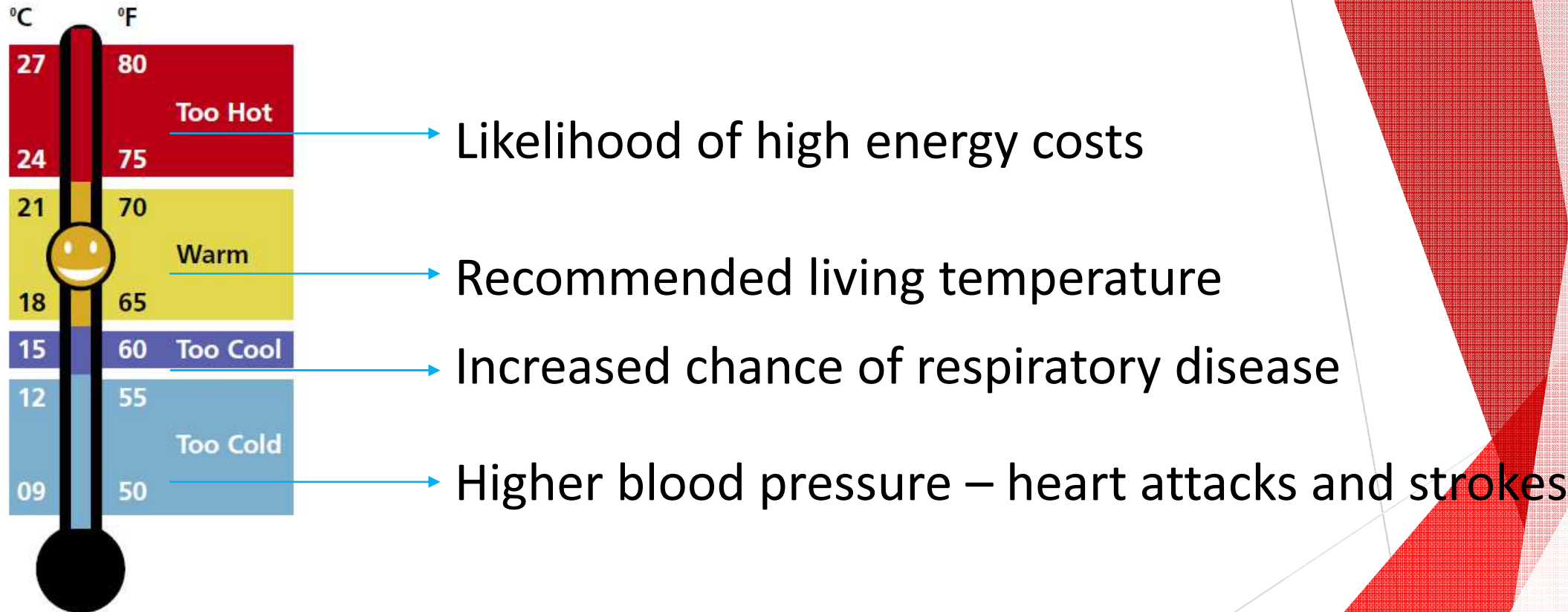
- Falls prevention advice
- Bathing assessment and equipment
- Rails
- Checking for falls hazards



# Criteria for warmth and repairs services

Household Income of less than £21,000, and savings of less than £16,000, and  
over 65 years of age or  
Expecting or have dependent children up to 18yrs living in the same property or,  
Has a disability or long-term health condition

# How warm should a home be?



<9°C can mean a risk of hypothermia

# Characteristics of Fuel Poor Homes

Combinations of the following can lead to household fuel poverty:

## Dwellings

- Solid Walls structures
- Older and larger buildings
- No boiler or a non-condensing boiler
- Not connected to the Gas grid

## Household

- Privately rented homes
- Single parent households
- Households aged 75 and over
- Unemployed households
- Prepayment meters



# Energy-efficient measures



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Servicing and  
repairs of heating  
appliances  
Carbon monoxide  
detectors  
Energy efficiency  
advice  
Gas safety checks



- Fit energy saving LED lightbulbs
- Draught –proofing window and doors
- Reflective radiator panels
- Water-saving measures

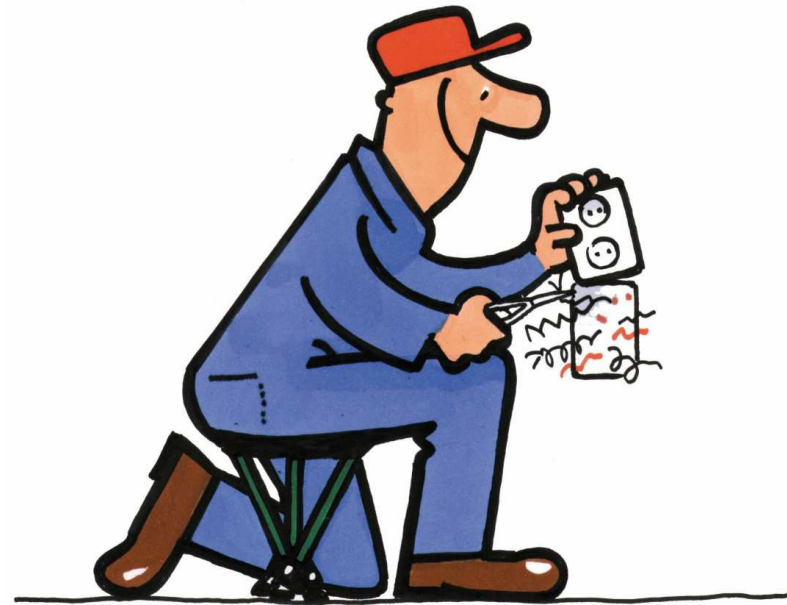
# Impacts of living in a cold home

- Increased risk of heart attacks/stroke
- Respiratory illnesses
- Pneumonia
- Worsening of existing health condition/slow recovery
- Falls/injuries
- Affects mental health



# Hazard Repairs

- Electrical work
- Joinery
- Plumbing
- Emergency Repairs





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## Scenario

Homeowner

Disability benefits

Council Tax Support

Low income

Respiratory disease

Lives in a cold house

Struggles to pay the bills  
and make repairs to her  
home



# Support and Advice with:

- Bereavement or loss
- Divorce, separation or relationship breakdown.
- Health problems.
- Increased care needs.
- Changes in housing needs or a change in housing circumstances.
- Identifying, assessing and reporting housing repairs
- Changes in financial circumstances.
- Accessing welfare benefits
- Finding the cheapest tariffs
- Negotiating debt repayment plans where necessary

# Summary

- Working in partnership with trusted and longstanding community organisations
- Holistic assessments and support
- Professional, Friendly and Experienced teams



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## Get in touch

Our friendly customer service team will be pleased to help with all enquires

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