

# Care & Repair

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Supporting you to live safely and  
independently in your own home

Borough Council of  
King's Lynn &  
West Norfolk



# Who we are

Established in 1999, Care & Repair West Norfolk is the local Home Improvement Agency (HIA) for King's Lynn and West Norfolk.

We support people of all ages whether they are vulnerable or disabled by providing a range of adaptations, repairs, and equipment at the earliest possible opportunity, accessing grant and charitable funding where possible. Working alongside health, social care and the voluntary sector, our aim is to ensure your home continues to meet your developing needs, enabling you to remain healthy and independent for as long as possible.

We aim to provide a high quality, cost-effective service which will help to improve housing conditions and in turn, keep people living safely in their own homes for as long as possible.

## Quality Services

Care & Repair work tirelessly to ensure we provide a high-quality yet cost-effective service which will have major effects on our client's quality of life. We aim to assist you to remain living in your own home safely and reduce the number of ambulance call outs and emergency admissions into hospital.

All of our staff are highly trained, DBS checked and will deliver a friendly and professional service at all times.



# Contractors

Work carried out by contractors is inspected thoroughly and final payments are not made until the work has been completed to the satisfaction of the Agency and the customer.

All the contractors registered on our Framework agreement are registered under appropriate quality organisations (e.g. Gas Safe in relation to gas installations). They have all been checked and vetted by our procurement department before being included in our Framework agreement.

The performance of contractors is kept under review and unsatisfactory performance can result in them being excluded from undertaking any further work on our behalf.

The West Norfolk Framework Model has sought to improve the services provided by reducing costs of works, length of time to complete a job and in turn should increase customer satisfaction levels.



## Advice

Information and advice from Care & Repair is free and confidential.

If technical work goes ahead, we will usually charge a fee for our services. This fee will vary according to the complexity and cost of the work and may be covered by one of the grants, depending on eligibility.

If you decide to carry out work with our help, there are a number of ways in which this can be funded, and you may be eligible for grant assistance.

Please see the Grants and Funding page of our website for a full up to date list of grants available.

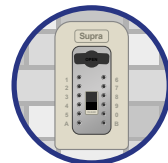
[www.careandrepair-wn.org.uk](http://www.careandrepair-wn.org.uk)

# Handyperson Service

If you are a West Norfolk resident with a disability or health condition or know someone who fits the criteria, grant funding could be available to help. Our Handyperson service provides low level prevention resolution to help you or a friend/family member mobilise safely around the home increasing independence and helping eliminate barriers with day to day living. Our friendly trained staff can help talk through with you over the phone any difficulties you or a loved one may be having around the home and recommend measures that may ease that burden. If you are unsure of the need we can also provide a home assessment if necessary.

## Works covered:

- Battery security lighting
- Concrete steps / galvanised hand rails
- Door reversal
- Energy saving lightbulbs
- Furniture raisers
- Grab rails / support rails / stair rails
- Half steps / bath boards / w.c frames / perching stools
- Smoke / carbon monoxide alarms
- Low level dementia measures
- Lever taps / flush handles
- Push button stopcocks
- Safety & security
- Thumb turns / key safes / door chains



For more information or to make an online referral visit [careandrepair-wn.org](http://careandrepair-wn.org) or call us on **01553 616200** where we will be happy to help

# Adaptations and Repairs Service

Our adaptation and repairs service can help clients not only access their bathing and toilet facilities but also access their homes safely. We also offer a grant funding scheme which may help you get the adaptations you need to remain safe and independent inside your own home.

We offer a 'holistic' service which means that we try to help clients in all aspects of their lives including ensuring they are receiving the benefits that they are entitled to and helping them in both the personal and social aspect.

## Adaptation examples include:

- Door Widening
- Downstairs Living Adaptation
- Drop kerb
- Hard standing/ Parking Area
- Kitchen Adaptations (not complete kitchens)
- Level Access Showers
- Level Door Threshold
- Path Adaptation/ Creation
- Ramps
- Stairlifts
- Through Floor Lifts
- Wash/Dry Toilet

The repairs available can ensure a home is safe and secure enough for clients to remain living there.

**Examples of repair work where advice will be given and possible repair work considered are listed below. It is worth noting that in these cases we are unable to offer any grant funding towards these repairs.**

- Damp Proofing
- Electrical Safety Work
- Heating Repairs
- Insulation
- Energy Efficiency Works
- Roof Repairs



# Adaptation Examples

Care & Repair will carry out adaptations which can help clients to access their bathing and toilet facilities and access their homes safely.



Above: Level access showers

Below: Permanent ramp



# Child Cases

In addition to our aforementioned services we also take referrals for child cases which, if under 18 years old, are a non-means-tested service offering.

Child cases can be complex adaptations and include providing resolution for those families with children who have both behavioural and physical needs. When working with children and their families we work hard to provide adaptation solutions that resolve most if not all of the required needs and those of the carer.

The process involves us working collaboratively with outside organisations such as paediatric teams and our in-house Client Officers, Occupational Therapist and Technical Team to help provide the most effective adaptation within the funding parameters. This collaborative approach also allows all parties to identify the needs of the child and family, equipment required within that adaptation and helps identify referrals necessary to be signposted to other organisations.

Throughout the adaptation planning process we look at both the immediate need of the child as well as the longer-term needs as the child grows to help ensure longevity within that adaptation and peace of mind for families.

## Do you live in Fenland?

Your enquiry will be received by the Cambridgeshire County Council Occupational Therapy team who will “triage” and determine priority and then schedule an appropriate time to visit you and assess your needs. The assessment will then determine what needs can be met and how. The Occupational Therapist will then refer their recommendations to the Housing team at Fenland District Council.

Please contact your district authority on the following for more information:

**Fenland Primary Care Trust (Social Services)**

Tel: 0345 045 5202



Fenland District Council

## Referral received

When a referral is received the first step is to collect some basic information over the telephone.

STEP  
1

## Triage

A member of our assessment team will ask questions around your health conditions, ability to make safe use of your home, and whether you feel safe while moving around it. We will also gather some basic financial information and ask that you have proof of this if the application progresses. For tenants where works are recommended, this will be subject to landlords consent.

STEP  
2

## Identifying equipment

At this stage we will identify which equipment will best assist you.

STEP  
3

## Finance Check

Following the initial triage and depending on your financial situation a benefits check or a preliminary means test may be done. This will allow us to see whether the work is automatically eligible for payment via a grant or whether we need to look for alternative sources of funding. Should you need to pay a contribution or self fund we can provide help and guidance with regards to your next steps

STEP  
4



STEP  
5

Next is a holistic assessment visit at your home to help us visually ascertain your requirements. All necessary forms and applications will be explained as well as how the financing for the works will be carried out. We will then keep you up to date with the works, advising you of progress and helping with any queries you may have throughout the process.

STEP  
6

### Technical Officer Visit

In most cases a technical officer will visit to do an assessment of your property before going ahead and either requesting quotes from contactors, or scheduling works via our framework.

STEP  
7

### Grant Approved

Once agreed the technical officer will appoint a contractor from our approved list on the Care & Repair framework agreement, the contractor will then liase with you and arrange a convenient start date.

STEP  
8

### Work Completed

Shortly after the work is completed a technical officer will visit to check the quality of the work to sign off the job.

# Rights and Responsibilities

If you choose to become a client of Care & Repair, we will strive to make the process as smooth and transparent as possible. Although adaptations can be a lengthy process, our team of dedicated officers work tirelessly to make sure your journey with us is efficient and that you are informed about what is happening throughout.

## **The right to information**

Care & Repair will keep you informed about the progress of your works and give you reasonable access to the member of staff handling your case. Any applicable costs will be advised to you before any work goes ahead. We will give you copies of all necessary forms and letters, including informing you about relevant services offered by us, the local authority and other partner organisations. You may ask to see your case files at any reasonable time.

## **The right to be involved and to make choices**

You have the right to be involved fully in your case and wherever possible you will be given the opportunity to make your own choices between acceptable ways of meeting your needs. You have the right to suggest possible contractors, who would then be considered by Care & Repair after close vetting and you will be consulted about the start date for work to ensure that it is as convenient as possible.

## **The right to confidentiality**

Care & Repair staff will deal with your case in a confidential manner. We will not discuss or pass on personal details or the details of your case except in agreed circumstances. All case files and any information relating to the case will be kept in a way which respects your right to confidentiality and you will only be asked for personal information that is needed to progress your case, in particularly when applying for financial assistance.

## **The right to be dealt with in the correct manner**

Both agency staff and contractors will treat you in a courteous and respectful way both on the telephone and in person. We will never act in a discriminatory, violent or abusive manner. We will always provide identification, treat your property with respect and be as helpful as possible.

## **The right to a good quality service**

The aim of our staff is to provide you with a high quality caring service. All of our contractors are checked and vetted and meet the council's requirements.

We will always try to keep our appointments with you and arrive on time. We aim to make the whole process as quick and efficient as possible, and will always endeavour to deal with enquiries promptly, while following the priority order set by our in house Occupational Therapy team.

## Your Responsibilities

In order for Care & Repair to offer a good quality service, you also have responsibilities in relation to the Agency, contractors and staff from any other organisations which may be involved.

The Agency expects that you will:

- Treat Agency staff, contractors and other people involved in a courteous, non-discriminatory, non-violent or abusive manner and with respect
- Provide a safe working environment ensuring that your property and contents are adequately insured
- Ensure entry to all areas required by contractors are clear and accessible
- Ensure contractors have access to your property from 08.00am
- Arrange for the use of alternative facilities if required
- Ensure that all pets are kept under control and do not cause a danger or nuisance to Agency staff and contractors
- Ensure that you keep appointments unless really unavoidable and give as much notice as possible if you need to cancel
- Provide all necessary information about you, your household and home and provide any documents requested to show the information is factually correct
- Inform the Agency as soon as possible if there are any changes in your circumstances which could affect your eligibility for our services or financial assistance
- Accept that in relation to the work carried out on your property the contractual agreement is between you and the contractor
- Take your own legal advice and action in the unlikely situation that a serious dispute arises between you and the contractor
- Inform the Agency as soon as possible if you wish to terminate the service being provided

# F.A.Q's

## **FAQs to consider before your adaptation begins**

**I live in a house previously owned by the council which was transferred across to Freebridge.**

**Who do I need to contact regarding maintenance?**

All council housing stock was transferred over to Freebridge Community Housing so any maintenance queries need to be directed to them on 0333 240 4444.

**Do I need to gain permission from my landlord for an adaptation?**

Permission is required and Care & Repair will liaise with the landlord in order to obtain this.

**Am I eligible for an adaptation?**

This will be dependent on the outcome of a client based assessment of need by the Care & Repair team and is also dependent on a financial assessment.

**I live in Fenland, who do I need to contact regarding an adaptation?**

You need to arrange an assessment by an Occupational Therapist by calling Cambridgeshire Direct on 0345 045 5202.

**I live in Breckland, who do I need to contact regarding an adaptation?**

You need to arrange an assessment by an Occupational Therapist by calling Breckland Integrated Housing Adaptations Team on 01362 656393.

**What if I need to cancel my appointment?**

We discourage cancellations as this may slow down the process considerably. However, we appreciate occasionally it is unavoidable but would ask for you to give us as much notice as possible so that we can fill the appointment.

## **FAQs about level access showers**

**What is included in a level access shower adaptation?**

These include a graded floor with non slip, vinyl flooring to the entire floor (please note there is no shower tray or floor tiles), thermostatically regulated shower control, extended pole and shower hose and a weighted shower curtain. Sanitary ware may or may not be replaced depending on the design and layout of the adaptation. Please note Care & Repair do not install wet rooms, we only provide level access showers.

**Will I be able to choose the design myself?**

The assessment is based on need. You will be consulted throughout the process but the design will be based on the most cost effective way of meeting your need. Any variations will have to be agreed by an Occupational Therapist and you will be required to pay for any additional work above the assessed need.

### **Is decorating included and how much tiling will be done?**

Decorating is not included, however, new doors and frames will be painted and new plaster will be sealed with one coat of paint. Tiling will be limited to the shower area only, not the whole bathroom. Plain white tiles will be provided.

### **Can I pay extra to have other works done and/or different tiles?**

Clients can pay extra to have other works done as long as they don't change the layout, or impact on the adaptation still meeting the need.

### **How long will it take from the initial visit until the adaptation is completed?**

Unfortunately this is very difficult to answer as funding and complexity of the adaptation will impact on this. However, the Care & Repair team will keep you updated on timescales throughout the process.

### **How long will a level access shower take to install?**

The contractor will be on site for approximately five to seven days, however, each case is different and sometimes it may take longer especially for larger jobs.

### **What time will the contractor arrive each day?**

The contractor will need access to your property from 8.00am each day.

### **Will I be able to use my toilet overnight during the adaptation?**

Toilet facilities will be available overnight; however, alternative washing facilities may need to be sought during this time.

### **How long is the guarantee?**

All works are guaranteed for 12 months. The majority of equipment installed is specialist and will come with its own manufacturer's warranty. This will be explained to you upon completion.

## **Handyperson Prevention Service FAQ's**

### **Who qualifies and is there a cost for the Handyperson Service?**

The service is grant-funded for West Norfolk Residents with a disability or a health condition. Our service can help fit low-level prevention measures to help keep you safe and independent at home.

### **I live in Fenland; do I still qualify for the service?**

Unfortunately no, but please contact Age UK on 0300 6669860, whose Handyperson Service is available for residents in Cambridge City, South & East Cambs, Hunts and Fenland and they will be happy to help.

### **I rent my property. Do I need permission from my landlord prior to having works done?**

Many of our low-level prevention works do not involve anything structural. However, if items need putting on walls such as bannisters or grab rails, threshold changes, key safes or other home security measures, please check with your landlord before work starts.

### **Who will complete the works at my home?**

We have a framework of trusted contractors who we use to carry out jobs for our clients and you will be contacted by telephone before any works take place.

### **How long will these preventative works take to complete?**

Once we have received the referral for works required, we are generally able to complete within 2-4 weeks.

### **Can you help residents with Dementia (formal diagnosis or not)?**

Yes, we can provide a variety of equipment for residents with dementia, including dementia clocks, bed alarms, coloured toilet seats, grab rails and light switches, signage for cupboards/doors and cutlery.

### **I'm not sure if your service will help me. What kind of low-level measures can you help with?**

We can provide a wide range of prevention measures which are listed (but not limited to) below. If you have difficulties with:

***Walking/using the stairs*** - We can provide additional bannister rails, grab rails at walk-thru points, threshold removing/levelling.

***Getting in and out of the property*** - We can provide grab rails, half steps (to reduce steep steps), thumb turn locks, key safes, and door chains.

***Getting on/off the toilet*** - We can provide grab rails, toilet frames, raised toilet seats and flush handles.

***Bathing/showering*** - We can provide bath steps, bath boards, shower seats and lever taps.

***Sitting/lying down*** - We can provide furniture raisers, booster cushions and bed levers.

***Feeling safe & secure at home*** - We can provide some home security measures including smoke and carbon monoxide alarms, light bulbs, and battery-operated security lighting



# Grants and Funding

Grant assistance may be available to help pay for any work that needs to be completed, subject to a means test. In some circumstances, a partial contribution may have to be made by the applicant. The level of contribution, whether partial, full or none, will be confirmed before any technical works begin.

If technical work goes ahead, we will usually charge a fee for our services. This fee, which will vary according to the complexity, location and cost of the work, may be covered by one of the grants, depending on eligibility.

In some cases we can potentially offer a private works service for those who are not eligible for any funding. This would include home visits, design works and project management at very competitive rates.

## Benefits Advice & Review Team

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



Are you claiming the benefits you are entitled to? For free advice on any of the following benefits please contact the Benefits department at The Borough Council of King's Lynn & West Norfolk on **0800 731 2253**.

- Attendance Allowance
- Council Tax Support
- Council Tax Reductions and Exemptions
- Disability Living Allowance for Children
- Discretionary Housing Payment
- Housing Benefit

Home visits may be available on request for those disabled or elderly.

# Our Partner Services

Careline Community Service, part of the Borough Council of King's Lynn and West Norfolk, aim to keep people living safely and independently within their own home through a 24/7 alarm system. They support thousands of people across Norfolk and parts of Cambridgeshire, Suffolk and Lincolnshire, providing peace of mind for both customers and their families at the touch of a button.

Careline Community Service offer:

- Rolling contract with the option to cancel at any time you want
- Once cancelled you are only charged up to the end of the month until equipment is returned by you
- You will pay no upfront fees
- Personal installation service by a member of our friendly team

If you would like any further information please look at our website [careline-cs.org.uk](http://careline-cs.org.uk), email us on [careline.operators@west-norfolk.gov.uk](mailto:careline.operators@west-norfolk.gov.uk) or call us on 01553616200.

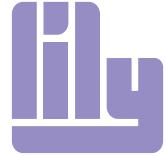


**Careline**  
COMMUNITY SERVICE

**"I feel the service is perfect. It appears to cover every aspect of help if an emergency should arise any time of the day or night."**  
Ms S, Wimbotsham



# Lily Loneliness & Social Isolation Service



The services offer 1-to-1 support to adults (18+) whose loneliness is the primary issue affecting their health & wellbeing.

Clients are supported to:

- Access social activities, volunteering opportunities, community services and assets
- Identify and overcome barriers that prevent them becoming connected
- Reconnect with family & friends and make new connections in their community.

## How to Access the Lily Loneliness and Social Isolation Service

It's easy to refer into our service. Simply call the number or complete the form, both shown below, and we will be in touch!

**01553 616200** - ask for The Lily Team

**[www.asklily.org.uk](http://www.asklily.org.uk)** – Click on Contact Us to find the referral form

To refer somebody into our service please ensure you have discussed this with the person that you are referring and gained their permission for us to contact them.

The services can also form part of a wider package of support for individuals where loneliness is a symptom of other more complex challenges, such as caring responsibilities, mental or physical ill health or debt.

Lily works with four charity partners to provide one to one support to clients.

Our charity partners are:

- Norfolk and Waveney Mind
- West Norfolk Carers
- Family Action
- West Norfolk Befriending

## The Lily Online Directory

The Lily online directory lists organisations, services and activities that can help people live healthy, active and independent lives.

From basic household assistance and future planning, to dealing with complex issues, Lily's Online Directory is a great signposting tool to help local residents to retain their independence and discover what's on offer locally.

The Lily website is user friendly can be viewed on any type of internet device, including tablet computers and smart phones.

# What our clients say

**“The service and care provided by you has been second to none and I am extremely grateful to you as I am able to remain in my own home.”**

*Mrs F - King's Lynn*

**“Having the wet room done has made a huge difference to me by giving me a bit more independence.”**

*Mr D - Downham Market.*

**“Very pleased with the service and will freely recommend to others.”**

*Mr D - Clenchwaton*

**“Massively improved our quality of life and the work and support was exemplary. Wonderful, thanks.”**

*Mrs B - King's Lynn*

**“From the time I received the first contact to the time you came and fitted what I needed, well, I couldn't be more happy. Excellent service.”**

*Mr H - Middleton*

**“The grab rail at the top of the stairs has made all the difference to me.”**

*Mrs B - Downham Market*

**“It was a very prompt service and the chap who attended was a perfect gentleman.”**

*Mr R - King's Lynn*

**“I didn't think this was something I needed but it's made such a difference to my life. I'm over the moon! Absolutely thrilled.”**

*Mrs S - South Creake*

**“The chap who came to my house went above and beyond and was excellent.”**

*Mrs K - Roydon*

**“The service is brilliant and I have already told friends about it.”**

*Mrs L - Nordelph*

**“Care and Repair went out of their way to improve our quality of life. Without the adapted bathroom and ramp we would not have managed.”**

*Ms M - King's Lynn*

**“Excellent service 5 star. Staff were excellent.”**

*Mr P - Heacham*

**100%**

of clients would recommend our service.

**91%**

of clients wouldn't have had the work done without our help.

**86%**

of clients said their works have helped prevent/reduce falls at home.

**82%**

agree it has helped them remain living independently at home.

**To find out more about our services or to check which services are available in your area please contact us on:**

Tel: 01553 616200

Email: [careandrepair@west-norfolk.gov.uk](mailto:careandrepair@west-norfolk.gov.uk)

Website: [www.careandrepair-wn.org](http://www.careandrepair-wn.org)



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