

SURREY COUNTY COUNCIL'S LOCAL COMMITTEE - TANDRIDGE

Friday 5 December 2008

Place: Council Offices, Oxted**Time:** 10:15 am**Organisation:**

Tandridge District Council – Community Services Department (Housing)

Attendees:

Olga Salenius - Community Support Manager

What role does your organisation play in improving community Health?

Partnership working with a number of statutory and voluntary services to support common objectives eg key safes in individual homes to provide easy access for visitors including care staff.

Direct provision of preventative services – Meals-on-Wheels, Community Alarm/Telecare; the Douglas Brunton Centre provides hot lunches, bathing and chair-based exercise programmes.

Direct provision of grants for adaptations to the homes of physically disabled people, for thermal warmth through heating systems and insulation programmes.

Recent successes:

Preventative Technologies/Telecare - Since the project started in August 2006 approximately 255CAT clients have taken advantage of the free 12 week trial period. To qualify for the CAT scheme the client must be aged 65+ and being discharged from hospital back to home (but this excludes people living in sheltered housing). We have also allowed a small number of clients to take advantage of CAT who are younger than 65, but only in exceptional circumstances. Most then continued with the alarm once they had to start paying the weekly charge, although of those a small number did then subsequently have the alarm removed, for example as a result of death or readmission to hospital/ admission to full time residential care. The Community Alarm service currently has a total of over 900 customers, including current CAT clients. The weekly charge for the basic alarm unit and pendant is £3.50, with up to 4 peripheral sensors such as smoke alarms and falls detectors costing an additional £1 per week.

Care & Repair Service –helps older or disabled people maintain their independence by remaining safely & securely in their own homes. Staff advise on repairs and/or adaptations, builders, ways of funding through grants or charities and provide support throughout building works.

In 2007/08 the Care & Repair Agency assisted with the implementation of 37 Disabled Facilities Grants, 21 Home Repair Grants, 9 privately funded cases, and the completion of 962 handyperson jobs. The service also arranged for 83 keysafes to be fitted free for clients using monies from the Local Committee and a further 95 keysafes for which clients were charged.

Challenges:

The momentum and interest that has been generated in Telecare needs to be maintained and staff throughout the service need to continue to be part of this process. In recent months, the emphasis has shifted from simply the public awareness about the service to the quality and number of referrals and delays in funding from the Government via the Social Care teams. The SMART house at Dormers is available for awareness training and promotional work by prior appointment jointly with local social care staff and the community Alarm team. Bookings are being co-ordinated through the Social Care team in Redhill on 01737 737527. Demonstrations are available to professionals, users, carers and others interested in promoting and supporting independence in older and vulnerable residents in the east of the County.

The Care & Repair service receives extremely favourable reviews from clients, local care and support providers as well as the county's Supporting People Team. This year we have been able to increase the hours of the part-time handyman due to some additional district council funding and increased fee revenue from the additional hours. However both the Care & Repair and Handyperson services are dependent on annual funding from both County and District so there are concerns over the future and nature of the service in the longer-term.

Aspirations for the Future:

To continue with our Care & Repair and associated handyperson service, and at a level by which we can continue to participate in joint initiatives with other statutory partners or community initiatives.

Any assistance that can be given on the promotion of Telecare would be very helpful. Along with other Boroughs and Districts across the County, we are continuing with the project until April 2009. Thereafter, we are anticipating some limited financial assistance via the Supporting People regime to help support the initiative for a further 2 years. No additional funding has been allocated beyond 2011.