

APPENDIX 2: Case Descriptions

Slide Number	Picture of:	Case Description:
29	Temporary plumbing repair.	<p><i>Mrs S was in her 80's and her husband had recently died. A constantly dripping kitchen tap was annoying Mrs S, so she contacted a plumber who advertised in Yellow Pages as doing "special deals for the elderly".</i></p> <p>When the plumber arrived Mrs S was asked to sign a form, she was then told that the work was not straightforward, as there was no mains stop-valve. The plumber then began to expose a lead pipe that was buried in the kitchen floor. While doing this the pipe was fractured and crushed.</p> <p>He then repaired this with a plastic hose and jubilee clips. Mrs S was then asked to get £600 cash from her bank to pay the plumber. After handing over the cash, the plumber left, leaving the dripping kitchen tap and botched damaged pipe.</p> <p>Mrs S was very upset and embarrassed about being duped. Mrs S's friend persuaded her to contact the Police, who put her in touch with Trading Standards who had received similar stories about the same plumber. Legally Mrs S had no redress as she had signed a contract with the plumber that said she would pay whatever the plumber's bill itemised.</p> <p>Trading Standards put Mrs S in touch with the local HIA who immediately sent out their handyperson who was able to turn off the mains water supply in the road, and then repair the dripping tap for the cost of a new washer – 50p. The HIA then helped Mrs S to apply for a grant to replace all her old lead pipes.</p> <p>Trading Standards ran a media campaign highlighting the unscrupulous practice of this plumber and warning other older and vulnerable people of the potential dangers of engaging contractors to do work. However, he is still operating in the area.</p>
33	Back door with broken glass	<p><i>Miss W was in her late 80's living alone. She lived an active life, going shopping most days. One day on her return from shopping she discovered that burglars had entered her home by smashing the glass in her back door.</i></p> <p>Although very little had been stolen all her draws had been ransacked and the contents emptied out on the floor. Miss W contacted the Police and Care & Repair. The Care & Repair Handyperson re-glazed the door, re-enforced the door panel and fitted bolts and a five lever deadlock.</p> <p>As Miss W lived in a high crime area and with the help of the HIA she was able to get a grant to pay for a stronger back door and replace her ground-floor windows with double glazed and more secure units.</p>

35	Kitchen	<p><i>Mr P was his late 80's, living alone in the house he was born in. Very little had been done to the house over the years. Mr P spent most of his day out of the house, just returning home to sleep.</i></p> <p>The house was in a serious state of disrepair:</p> <ul style="list-style-type: none"> • There was no bathroom or inside toilet, and the outside toilet did not flush. • Large sections of the roof had collapsed into the house bringing down sections of some of the internal walls • The electrical circuit was very old. • There was no hot water in the house other than the kettle used on the cooker. • Security was very poor and Mr P had had many burglaries and had lost most things of any value. <p>Mr P's next door neighbour made a complaint to the Council about Mr P using a bucket as a toilet and then emptying it down the drain in the road. The Council asked the local HIA to visit Mr P. The HIA worker discovered that Mr P was very reluctant to have any work carried out to his house although he was entitled to grant assistance.</p> <p>However he was persuaded to have a new toilet, security measurers and a new roof. He did not want any internal improvements and said that he was happy with the way his house was and didn't want any further upheaval. The HIA worker respected Mr P's wishes and was careful not to impose her own standards on Mr P but was able to make the house safer.</p>
36	Trailing electric cables.	<p><i>An elderly couple that had received help from the local HIA asked if the Caseworker could visit their daughter who was struggling to bring up four children under five on a very low income.</i></p> <p>The Caseworker discovered that the daughter, Ms K, had taken out a loan to have uPVC windows installed at the front of the house and to have the front room decorated. However the kitchen had a number of serious hazards, particularly given the presence of four young children.</p> <p>The Caseworker referred Ms K to a local Debt Advice Agency for financial advice. The Caseworker was able to obtain a grant to address the kitchen hazards:</p> <ul style="list-style-type: none"> • Re-wiring the electrical circuit and providing additional sockets. • New sink unit. • A new boiler to provide hot water. <p>A local charity provided £400 to decorate the kitchen.</p>
37	Pathway	<p><i>An elderly couple lived in this house which was on a very steep hill. There were 40 steps up to the property from the road. The husband still drove a car, which is kept in the garage to the right of the picture. The front door is to the right. Therefore in order to get from the house to the car they had to negotiate slopes several changes of level, and a</i></p>

		<p><i>concrete bund.</i></p> <p>Care & Repair North Somerset put grab rails at critical positions along their route to the garage and also on the steps leading from the road to the garden.</p>
38	Steps	<p><i>An elderly couple had retired to a mobile home. They received grant assistance to install a ramp to the door on the side of the mobile home, because they used that entrance the most. They could not get further help with making the front door safer to access.</i></p> <p>The Handyperson scheme at Care & Repair North Somerset installed handrails to the steps.</p>
39	Bedroom	<p><i>An elderly man lived alone in this house but had been admitted to hospital. Case workers discovered that he used the coal fire in this cluttered bedroom, which was an accident waiting to happen. The chimney was in need of cleaning adding the danger of carbon monoxide poisoning.</i></p> <p>The HIA had to respond quickly to this case so that the householder could return home from hospital. They supplied temporary heating, and de-cluttered the room so that the bed could be removed from the fire place in case the client still intended to use the open fire. In the long term they were able to help the client apply for a Warmfront grant for central heating.</p>
40	Bathroom	<p><i>Mrs T was in her early 90's and lived alone in a large Victorian house. For a number of years her bathroom roof had leaked. In an effort to keep as much of the rain as possible off the floor Mrs T rigged up a number of gutters and pipes to channel rain that was coming through the ceiling and down the walls into the bathroom sink. She had no money to pay for roof repairs and was very worried about being able to stay in her home.</i></p> <p>Mrs T became increasingly concerned about slipping on the wet floor when she used the toilet. Mrs T's next-door neighbour suggested she contact her local HIA.</p> <p>The HIA was able to secure a repair grant and a Disabled Facilities Grant to pay for essential repairs and the installation of a level access shower. At the same time the HIA helped Mrs T apply for Attendance Allowance which made a very major difference to her income and standard of living. A Warm Front Plus grant was obtained to pay for central heating and insulation works. All of this left Mrs T much safer, warmer and happier in her own home.</p>
41	Collapsing roof	<p><i>Mrs W was in her early eighties and had been referred to the local HIA by her Occupational Therapist for help in installing a level access shower funded by a Disabled Facilities Grant.</i></p> <p>While this work was being scheduled Mrs W contacted the HIA to say</p>

		<p>that her roof had suddenly collapsed. Three years earlier a builder had called on Mrs W saying they were doing work in the area and noticed that her roof was in a bad condition. She was persuaded to have the old slate tiles replaced with concrete ones at a cost of £7,000, using up most of her savings.</p> <p>The additional weight of the new tiles was too much for the old timber roof structure and after three years the timber joists snapped resulting in a collapsed roof. The HIA attempted to contact the original builder but discovered that they had ceased trading. Over £12,000 was required to replace all the roof timbers.</p> <p>A grant was secured for £5,000, the British Legion provided a loan of £5,000 and Mrs W's family helped with the balance. Because the property was in such a dangerous state, the HIA arranged temporary accommodation for Mrs W while both the disabled adaptation work and roof works were carried out.</p>
<p>42 (slides 43 & 44 illustrate the same case)</p>	<p>Open Fire. Toilet - before and after.</p>	<p><i>Mr B was in his late seventies living alone in the house that he had been born in. Mr B had been admitted to hospital with burns having tripped on the floor covering in front of his fire and falling into the fire.</i></p> <p>Home Care had been approached to provide community support on Mr B's discharge but when a home assessment was undertaken the Home Care Team leader considered it unsafe for her staff to work in the house. It was suggested by the hospital Social Worker that Mr B be placed in a care home.</p> <p>However Mr B was adamant that he was going home and would not be "put in a home". The local Home Improvement Agency was then contacted.</p> <p>They secured a repair grant and some charitable funds to pay for the minimum amount of work to make the home safe for Mr B to return to, including organising and supervising all of the work. This included:</p> <p>:</p> <ul style="list-style-type: none"> • A toilet that flushed was installed. • A new electric heater replaced the old range that emitted coal tar and carbon monoxide into the room. It emerged that the chimney was completely blocked (coal-tar can be seen on the walls where it has condensed) which was having a major effect on Mr Bs health. • A new kitchen sink installed that was connected to mains sewage. (His old sink discharged under the floor-boards which had caused extensive rot and a very unstable floor) • New floorboards and floor supports were installed. • The electrical circuit was re-wired. • New floor coverings and decorations. • A cooker and electric kettle purchased to replace the range that had been the only source of heating and cooking. <p>Raising the funds and undertaking this work took two months.</p>

		<p>During this period Mr B moved to a rehabilitation unit and then moved home on completion. He remained living happily in his own home for a further three years before he died.</p>
52	<p>Bathroom before and after the installation of a level shower.</p>	<p><i>Mrs R lived alone in a small Victorian property. She was finding it difficult to get into the bath so she went to a local bathroom showroom where she chose a shower cubical and paid for this out of her limited savings.</i></p> <p>The plumbers from the showrooms who came to remove the bath and install the shower discovered dry rot under the bath, and extensive movement in one of the walls. The shower installers were unable to deal with the dry rot and the structural work. As these needed addressing before the shower could be installed they left Mrs R with the work half complete ie with no bath or shower.</p> <p>Mrs R contacted Trading Standards who put her in-touch with the local Home Improvement Agency. The HIA was able to:</p> <ul style="list-style-type: none"> • Negotiate with the showrooms to refund Mrs R's deposit • Secure a repair grant to pay for the structural work and treat the dry rot. • Plan a properly adapted bathroom to meet her needs • Install some minor adaptations through the handyperson scheme – grab rails and lever taps. • Put Mrs R in-touch with an occupational charity that provided substantial funds for the bathroom works as well as providing a small weekly annuity to supplement her state pension. • Co-ordinate all the building works • Arrange for the house to be insulated and centrally heated through the Warm Front Plus scheme.