Integrated Home Improvement Services

Eligibility Criteria

# **Introduction**

The Integrated Home Improvement Services (IHIS) is undergoing a redesign ready for tender in 2015. The scope of the new service model will cover 5 elements:

1. Healthy Home Assessment
2. Handyperson services
3. Core Home Improvement Agency
4. Minor Adaptations services
5. Retailer of small items of equipment

\*Further elements may be added to the model (i.e. warm homes initiatives) subject to funding

This paper will propose the preferred eligibility criteria for the Handyperson element of the service and provide rationale for it.

# **Service Aims**

The aims of the Integrated Home Improvement Services are to:

* Support people to live safely and independently at home for as long as possible
* Prevent or delay admission to residential care; and/or reduce demand for other types of social care interventions
* Prevent falls/accidents in the home to reduce A&E visits and unplanned hospital admissions
* Enable timely and safe hospital discharge

# **Healthy Home Assessment**

The Healthy Home Assessment (HHA) is a document that has been created to assess the needs of a person, or people, to stay safe in their own home. It will be used as part of the process to identify and complete works that will meet the aims of the service. Whether a HHA is undertaken will be determined by the complexity of the persons presenting needs, the HHA is a lengthy document and proportionality needs to be applied.

This will be under taken by the IHIS with the service user/carer/family. The HHA should be completed by a 'trusted assessor' to ensure the person completing it has the required training and knowledge to complete it. An action plan will be agreed with the householder. Wherever possible the jobs will be carried out on site or through a scheduled visit by the Handyperson. If further interventions are recommended that cannot be resolved at this point then the person may be referred to the IHIS case worker (core Service) or other appropriate agency.

It will also act as a means of identifying other services and organisations that need to be informed and involved to help keep the person/s safe and well in their own home.

# **Handyperson Service**

The handyperson service will perform the tasks outlined in the work plan created after the HHA has been completed. It will include, but is not limited to, the following types of activity:

* Carrying out minor repairs
* Removal of hazards that could lead to accidents
* Minor improvements that improve the energy-efficiency and insulation within the property
* Installing minor security measures
* Installing basic equipment to improve safety
* Carrying out home maintenance tasks that the client is unable to do because of their physical limitations or lack of confidence
* Installing minor aids and equipment

Handyperson jobs will not normally take more than two hours to complete. It will however be efficient sometimes to combine a number of different jobs in one visit and this may therefore take a longer time.

# Eligibility Criteria Purpose

The appointed Integrated Home Improvement Services will be tasked to provide services on behalf of Lancashire County Council (LCC). The eligibility criteria in this section is to determine whether a person is able to have a HHA and any subsequent work covered by the charging policy.

* The eligibility criteria exists to enable a distinction between who the local authority funding services are targeted at and services that IHIS may wish to provide for a charge to the wider population. Most organisations that work in this field will also offer private services that will enable people that do not meet the below criteria for LCC funding to fund the work privately. This paper will only be listing the criteria that is needed to access LCC funding
* The Eligibility criteria is based on the 'Marmot' principles of proportionate universalism, that is services/interventions are universal but targeted at those who are most vulnerable or most disadvantaged in order to narrow the health inequalities gap.

# **Eligibility Process**

* Eligibility will be screened at the point of access to the integrated Home Improvement Service (i.e. telephone call to the Integrated Home Improvement Agency or other provider). If a person is eligible for the service, this will be recorded by the IHIS for future reference and to prevent the need for future screening.

# **Eligibility Criteria**

Services are aimed at people who live within the boundaries of the 12 Districts of Lancashire, are over the age of 18 and in private rented accommodation or own their own home. For people in Residential Social landlord settings the landlord should be approached to fund appropriate work on their property in the first instance. If they are unwilling to fund and/or complete the work themselves, these people will still be considered eligible, along with everyone else if they meet at least 1 of the 3 criteria listed below:

* Have a registered disability and/or diagnosed long term health condition/s that directly affect their mobility or independence to stay safe in their own home.

*Examples –*

*The person/s have been diagnosed/ are being treated for one or more agreed Long Term Condition's (LTC) including dementia, mental health illness, osteoarthritis, respiratory conditions, stroke, neurological conditions (multiple sclerosis, Parkinson’s disease etc..) and coronary heart disease conditions (would need provide a comprehensive list for reference)*

**Or**

* When there is an imminent and/or major risk that will lead to the person having an unscheduled admission to hospital or residential care without intervention.

*Examples –*

*1.    All older people with recurrent falls or assessed as being at increased risk of falling where a home hazard assessment and intervention has been recommended as part of a multi-factoral intervention programme*

*2.   The person/s have had recent hospitalisation/short term residential placement (within the last 6 months) that could be directly linked to their home environment.*

**Or**

* The service is needed to facilitate a discharge from hospital where it would not be deemed safe for them to return without intervention

# **Services available and charges**

The Home Improvement Service will offer a range of interventions based on the person's needs and the outcomes the person would like to achieve.

## **Charges**

The Healthy Home Assessment and visit by the IHIS are free for all eligible people, including interventions carried out to reduce the risk of falls, fires or prevent hospital admission, these jobs will be provided free. The IHIS may make a small charge for materials.

**Examples include but are not limited to:-**

* Supplying and fitting grab-rails and hand-rails
* Moving bed downstairs and other furniture
* Tacking down or taping loose or fraying carpets
* Relocating and/or fixing trailing flexes
* Changing light bulbs
* removing clutter in hallway and on stairs
* Put up/taking down curtains
* Fitting draft excluders
* Small repairs to paths and steps.
* Home fire safety checks
* Home security checks
* Energy efficiency advice

# **Core Service Eligibility Criteria**

## The proposal is based on existing core services and The Foundations definition

Home Improvement Agencies provide a **core service** aimed at supporting vulnerable people whose home is becoming unsuitable for the person to occupy.

Services can include some or all of the following:

* Providing a list of reliable local builders and contractors
* Visiting you at home to give advice about any problems you have with the condition of your home
* Setting out your housing options and helping you decide which is best for you
* Helping you obtain other local support services
* Checking whether you are entitled to any financial help (for example, disability benefits, or money to help you repair or adapt your home)
* Helping with any work you decide to have carried out on your home. For example, drawing up plans, getting estimates and liaising with others involved in the work, such as council grants officers and occupational therapists
* Additional services such as a handyperson services, to carry out small jobs around your home, help with gardening, or coming home from hospital
* Helping to make your home more energy-efficient.

## **Charges**

The first visit and advice is free. Most home improvement agencies will charge a fee if a person decides to go ahead with any work using their assistance, which can normally be included with any grant they are eligible for. It will be the individuals decision whether they want the home improvement agency to help, and any costs will be discussed and agreed with them first.

# **Minor Adaptations Service Eligibility Criteria**

This is a statutory service funded by LCC eligibility will be through formal assessment from an OT or other professional and will be for building works up to a set value from a defined list to an agreed technical specification, works include;

* Widening doorways
* Providing and fitting bannister rails
* Alterations to steps
* Installing ramps

## **Charges**

The service is free to people who are eligible under the County Councils Fair Access to Care criteria and have an assessed need for the work to be carried out. The IHIS may offer this service to people who wish to pay privately for adaptations.

# **Retail Model**

Providers of the IHIS will be expected to become a retailer under LCCs retail model to enable people who have been given a prescription under FACs criteria for a small item of equipment including delivery and installation to redeem the prescription with the IHIS service. IHIS will be expected to offer a range of small items of equipment to self-funders.