

Keeping safe at home

Care & Repair is a local organisation set up to help older people. It is supported by Manchester City Council and the NHS. Our staff are checked and trustworthy.

Free safety checks

All Manchester residents who are over 60 may have a free home safety check to guard against slips, trips and falls. Care & Repair will fit a second banister rail, smoke alarms and other works needed for FREE.

Over the last 10 years thousands of people like you have been helped in this way. But there are many, many more people who may still not have had this help to make their homes safer.

Can you help us to help others?

If you know anyone over the age of 60 in Manchester

who hasn't used Care & Repair, please tell them about us. You can reassure them that we work with them to help make their home safer. The service is available to all., regardless of income, and whether tenant or home owner,

They can call us on **0161 872 5500** between 9am and 4pm, Monday to Friday, and ask for our free home safety check. We will call back to make an appointment at a time to suit them.

INSIDE

- ★ Free prize draw for shopping vouchers
- ★ Save money on fuel bills
- ★ Say no to cowboy builders!



Simon Gould, one of Care & Repair's Handypersons, making safe a client's dangerous path

Recommendation pays off

We helped Mr R by mending a piece of rotten flooring. He says: *'I found out about Care & Repair after a neighbour recommended getting in touch. I couldn't have afforded to pay for this work, as I had a very serious illness five years ago, that left me with medical problems, and after 40 years working I now exist on state benefits.'*

Care & Repair provides practical tasks and advice to help you live safely and comfortably at home.

This newsletter explains the services available to you.



Welcome...

to our new Care and Repair newsletter, Update, We are sending this to people who use Care & Repair services so that you know what is available.

We work alongside other organisations that help older people at home and have news on their services too (see this page).

We don't want people to be conned by cowboy builders or suffer from cold or worries about repairs when there are services to help; see opposite and back pages.

With this newsletter is a letter asking you to let us know what you think of it. We welcome your feedback on everything that we do.

If you would like to give us more help, or get involved, let us know using our FREEPOST envelope or give me a ring on 0161 872 5500.

Maggie Walker
Chief Executive
Care & Repair

A little bit of help and advice

At Care & Repair we help older people who own their home to find out about and use the services that can help you to stay at home in old age.

Contact us and ask about our Manchester Independent Living Service (MILS) and you will have an advisor call at your home to help you through the maze of benefits and services available.

Cash Boost

Older people who own their own homes often miss out on extra pension cash. Our advisors will help you to get what is yours by right

Website information

Manchester City Council has a website with a wide range of information for

older people, including staying active, money management and being a carer. You or your family can look at what is available locally. Visit

www.manchester.gov.uk/MyManchesterServices

There are many ways of getting the information from the site. You can use your postcode to look for nearby services, put in an organisation name or other keyword, or just choose a subject such as 'caring for someone'.

Local advisors can also help you to get this information.

Contact Age Concern Information and Advice:
0800 169 6565
or Manchester Advice:
0161 234 5678

Other local services

Fire danger

Our local Fire Service wants to help you keep safe.

They will fit 10-year smoke alarms for you and call at your house to give advice.

Tell our staff you would like a fire service visit, or ring the Fire Service direct on **0800 555 815**

Pills and Spills

The NHS in Manchester can help with any problems to do with tablets you take.

A pharmacist can call on you and give expert advice.

Call the Pills and Spills team directly on

0161 217 4336 .

Handy help

Handyhelp is just one of the services offered by Care & Repair to help with repairs and maintenance around the home.

All you need to do is call us and tell us what the problem is. We'll give you an idea how quickly we can respond and one of the team will call you to arrange a convenient time.

If you aren't already a regular user, remember that we help with:

- ✓ Fixing door hinges, and door locks
- ✓ Simple plumbing jobs such as toilet cisterns and taps
- ✓ Fixing curtain rails
- ✓ Moving furniture
- ✓ Changing light bulbs and many more small tasks

If materials are needed, we can help you to purchase them, and our labour is FREE.

There are tasks we can't cover such as emergencies, gas, electric, high level ladder work, general gardening and decorating. We keep lists of contractors whom we trust to give you a fair price for this work.



Suzanne Parkinson and Brian Armstrong from Care & Repair discuss draught proofing options with client Mr Murray.

Mrs C contacted Care & Repair in distress when part of her ceiling fell down, making her bathroom very unsafe.

Handyhelp responded to this particularly urgent enquiry the same day. We managed to make secure her ceiling at no cost. An emergency contractor would probably have charged over £100.

Support to keep you safe and warm

★ Save money on fuel bills ★

If you are a Manchester home owner and are over 60, you can get **free energy efficiency measures** to make your home more comfortable and cut your heating bills.

This includes topping up loft insulation, cavity wall insulation, draught-proofing, hot-water cylinder jackets and low-energy lightbulbs.

Under this local Warm Homes Project, households with a child under six are eligible too – so pass on the

news to your family and neighbours.

To apply, contact the Energy Team at the City Council on 0161 234 5312.

'Warm Front'

If your heating system isn't up to scratch contact the Care & Repair Home Repairs Support Team.

You may be eligible for a national 'Warm Front' grant if you are on a low income, and there is other help in the form of loans.

Manchester Care & Repair offers a range of services for older people across Manchester.



Adrian Hunt from Care & Repair carrying out a home safety check with client Mrs Dorothy Hill.

★ Watch out for rogue traders . .

If you are told work needs doing in your property, let them know you use Care & Repair, and give us a call. Don't fall for their clever tricks.

After an attempted burglary Mrs N was quoted £350 plus labour charge to repair her back door. Mrs N contacted Care & Repair and the Handyhelp service was able to repair her existing door for a total cost of £13 for materials.

We'll give impartial advice and, if the work really does need doing, we will help you get prices from reputable traders. ★

Hard of hearing?

We are happy to take calls through the BT Type-talk service and our staff can bring a personal Induction Loop when they visit you.

Useful numbers

Manchester Care & Repair	0161 872 5500
Energy Team at the City Council	0161 234 5312
Fire Service	0800 555 815
Pills and Spills	0161 217 4336
Age Concern Information and Advice	0800 169 6565
Manchester Advice	0161 234 5678

We work hard to develop our services and this is a chance to let you know what is available.

Handyhelp and home safety checks are available to all older residents, whether you rent or own your home.

In addition, we have other services that can help with bigger jobs, for people who own their homes or rent privately.

Every Care & Repair client is given a booklet which explains how we help, how to get involved and what to do if things go wrong. For your own copy call us on

0161 872 5500

★ Help a friend to win a £20 shopping voucher

Callers requesting the home safety check during April – June 2009 will be entered into a free draw to win one of three £20 shopping vouchers.

The draw takes place at end of June. ★



This newsletter is supported by the Partnerships for Older People Projects at Manchester City Council. Published by Care & Repair, April 2009. www.careandrepair-manchester.org.uk 0161 872 5500