



Preston Care & Repair
Healthy **homes**, healthy **people**.



Creating safe, secure & healthy homes for independent living

Who We Are

We are an independent home improvement agency with charitable status. We were established in 1993 to support older, disabled and vulnerable people in the Preston area. Over the last 25 years we have grown to cover Preston, South Ribble, Chorley, West Lancashire, Fylde and Pendle.

We deliver a wide range of services to help older, disabled and vulnerable people stay safe, secure, warm and independent in their own homes.

Vision

Our vision is safe, secure, warm homes for all enabling independent living and improving health and well being.

We will achieve this by listening and responding to our clients, working with our partners and engaging with local communities to develop and deliver high quality services.

Our Services

We help with home repairs, adaptations and maintenance and other aspects of being safe, secure, warm and independent. Our services are tailored to meet individual needs, but broadly fall into the following areas of work:

- Handyperson Service
- Minor Works Service
- Minor Adaptations Service
- Larger Adaptations & Repairs
- Advice & Support
- Healthy Homes Assessments



Our services are for people over 60; or registered disabled; or over 18 with a long term health condition that affects their mobility in the home, or any other vulnerable person.

Challenges of COVID-19

- Safe Working Practises
- Staffing
- Defining what work could be carried out
- Limited Referral Information
- Customer Confidence
- Materials Supplies
- PPE Supplies

Case Study – Dangerous Floor

- We received referral from Occupational Therapist to install second stair rail under Minor Adaptations Contract for a 78 year old Lady
- On arrival to carry we noticed floor at stairs base had movement under foot.
- Timbers were rotten, failing and urgent remedial work required
- How we helped
- How works were funded



Outcomes During COVID



Keeping people safe,
secure, warm & independent in their
own home since 1993

March - 31st December 2020



We have received
4222
enquiries regarding repairs,
adaptations and general
property advice



We have assisted
3012
people with advice and practical
support regarding their home



We have carried out
4629
essential repairs and adaptations to
enable people stay safe
in their own home



We have completed
2557
Falls prevention repairs and adaptations
in peoples homes



We have supported
2067
people being discharged from hospital
requiring adaptations
in their home



With funding from Gas Safe
we have funded
84
Gas Safety Measures.
This includes Boiler, Gas Fire &
Cooker services, repairs or replacements

Customer Satisfaction 2019 - 20

Returned Forms



Satisfaction

Over **95%**
of our clients rate our
service as excellent

Feedback on how clients feel in their own home after the work has been carried out by the handyperson service

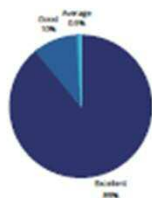
I feel safer/more secure in my home	59.8%
I feel more independent in my home	60%
I feel at less risk of a fall or accident in my home	58%
My health has improved	10%
My quality of life has improved	29%
I need fewer care or support services	15%

Our clients say we are

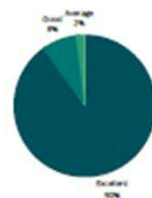
Price Professional Efficient Polite Reliable Caring
Friendly Patient Honest Knowledgeable Considerate
Reliable Thoughtful Understanding Good Value
Helpful Punctual Trustworthy Friendly Courteous

Service Feedback

Quality of job done



Helpfulness of Handyperson



Affordability of Service

