

## EQUIPMENT AND ADAPTATIONS

### Key Facts

- Estimated that some 130,000 housing adaptations are currently required in Scotland
- Over 65 population with “a life limiting illness or disability” is projected to rise from 168,000 in 2008 to 271,000 in 2033<sup>1</sup>
- Overall pensioner households requiring adaptations are projected to rise from 66,300 households in 2008 to 106,147 in 2033.<sup>2</sup>
- 34% of households in Scotland contain at least one person (including children) with a long-standing illness, health problem or disability.

### Benefits of equipment and adaptations

#### Potential savings from housing adaptations<sup>3</sup>

A Social Return on Investment study of adaptations and very sheltered housing in Scotland was carried out by Bield, Hanover and Trust Housing Associations. The research shows that there is a significantly positive Social Return on Investment in the provision of adaptations and Very Sheltered Housing. There are also substantial well-being benefits to people through them being able to maintain their independence, autonomy and relationships.

For an average cost of £2,800<sup>4</sup> each adaptation leads to:

- £7,500 saving through reduced need for publicly-funded care home provision
- £1,100 saving through increased safety and reduced hospitalisation of tenants
- £1,700 saving through reduced need for social care provision
- £4,700 saving through reduced need for tenants to fund their own care home provision

*“£1.4 million invested in adaptations across the three housing associations creates approx £5.3 million in cost savings to the Scottish Government, and a further £3.1 million in social and economic value for tenants.”*  
*Spend now. Save for the future*

Research demonstrates that on average each adaptation could save the health and social care system over £10,000. This equates to:

- An additional 483 hours of home care, or
- An additional 19 weeks in a nursing home, or
- Two orthopaedic operations.

<sup>1</sup> [Scottish Government \(2010\) The Impact of Population Ageing on Housing in Scotland](#)

<sup>2</sup> [Scottish Government \(2010\) The Impact of Population Ageing on Housing in Scotland](#)

<sup>3</sup> [Spend now. Save for the future A Social Return on Investment Study of Adaptations](#) and <http://www.bield.co.uk/Resources/Bield/Documents/Bield%20Reports/Measuring%20SROI%20Stage%203%20Adaptations%20Very%20Sheltered%20Housing.pdf>

<sup>4</sup> £2,800 is the average cost of adaptations undertaken by Bield, Hanover and Trust and analysed in the study

## Very sheltered housing

In very sheltered housing the available evidence suggests that most tenants would need care home provision were it not for very sheltered housing.

The study found that the benefits of very sheltered housing were:

- A reduction in the need for care home provision worth £19,000 per year.
- Greater levels of confidence, independence, autonomy, and relationships with friends and family.
- An overall reduction in the need for care of 63 hours a year for those who would otherwise have been in their previous home, with a cost saving of approximately £1,300.
- Peace of mind for tenants' families, reducing levels of anxiety and reduced emotional stress.

*"£18.3 million invested in very sheltered housing from Bield, Hanover and Trust leads to the creation of over £33.7 million of value per year"*

## Case studies and examples

### EquipU joint equipment service

#### Background

The EquipU partnership (originally founded on 2002 as a smaller partnership, GGILES) was developed to deliver an integrated approach to the assessment, prescription and provision of community equipment. The store service is run independently by Cordia, a Limited Liability Company.

The partnership consists of NHS Greater Glasgow & Clyde, Glasgow City Council, East and West Dunbartonshire Councils, East Renfrewshire and Renfrewshire Councils and South Lanarkshire Council.

The joint store service provided:

- Simplified service pathways across services and geographical boundaries
- Reduced and prevented delays in service delivery by improving assessment arrangements
- Improved procurement, storage, ordering, delivery, recycling, decontamination and maintenance of community equipment

#### Stairlift contract

Following the success of the community equipment service partnership arrangements it was recognised that there could be similar significant benefits to applying the partnerships buying power and logistical experience of the store service provider to improve the procurement of stairlift installation, and standardise maintenance and repair.

The new contract arrangements, with a value of £2.2 million were implemented in November 2010. This increased to £3.4 million in 2012/13.

The service provides a one-stop shop for all works involved within the domestic stairlift and public access lift service covering more than 5,500 units across six local partner authorities. The service utilises online access to ordering, removals and repairs providing transparency and accountability across all areas of the service model.

A dedicated stairlift team has been funded by the partners to ensure the smooth delivery of the service. This includes:

- the provision of technical expertise,
- carrying out post inspections,
- IT system infrastructure and support
- Providing comprehensive reporting and monitoring against key performance indicators

- Full customer support prioritising callouts 24 hour/day, 365 days/year. This ensures that both service user and the staff assessing receive the best level of service and support.

A number of other local authorities out with the EquipU partnership now procure directly from the Cordia contract allowing them to access the competitive unitary costs and standardised arrangements without having to tender separately.

### Key outcomes

- Higher service user satisfaction - 93%
- Significant savings from recycling - £275,000 in 2012/13
- Percentage savings on installations as high as 40% within some local authority areas due to the benefits of savings through volume buying
- Approximately 35% of all provision annually is recycled units. Recycling activity prior to contract set up was under 15%
- Spare parts are also recycled and re-used on equipment where possible
- Partners now have 24/7, 365 days per year reactive repair service, responding to over 5000 repair requests annually
- Dedicated technical and customer support
- Localised dedicated teams respond to all repair calls
- Internet ordering and tracking make all transactions paperless
- IT systems and support providing comprehensive reporting and monitoring against dedicated key performance figures.

### 'Tam'<sup>5</sup>

Tam is a 59 year old male who has multiple sclerosis. He lives alone in a property adapted with a ramp, level access shower and a tracking hoist.

Tam is immobile and uses an electric wheelchair. He has environmental controls which allow him to operate:

- All home entertainment
- Lights and lamps
- Curtains
- Hands free telephone
- Door intercom/door release
- A door opener, which is also linked to a community alarm unit.

*The stairlift makes me feel good, and I hadn't felt good about myself for a long time... I can do more now, because I can get upstairs."*  
Mrs McFarlane,  
85 year old home owner

<sup>5</sup> <http://www.iitscotland.org.uk/knowledge-bank/publications/telecare/>

He has carer support 4 times a day (2 each time) to aid with washing, dressing, toileting, transferring, food preparation and housework. He has a catheter fitted and a District Nurse attends at least once every 6 weeks to change this. He also has incontinence pads on his bed.

The cost of providing the specified care package annually is approximately £42,000, with some £31,000 of the costs falling to the local authority, and £11,400 to the NHS.

If Tam was not being supported in the community, the alternative care package would be centred on admission to a high dependency care home, the cost of which would be met on a 50/50 basis by the NHS and local authority. This would raise the overall care costs to over £72,000, with the local authority paying £38,700 and the remaining £37,500 falling to the NHS.

### **'Billy'**<sup>6</sup>

After assessment of 30 year old Billy, investment was made in step-lifts; power adjusted seating systems, adapted bathroom, hoists, computer-based writing and environmental control systems. If this had not happened when Billy's mother died he would have had to enter residential care for the rest of his life.

This was not just because of the physical help he needed but because, before the adaptations, he had no autonomy and had become used to a life of complete dependency. The adaptations not only relieved the physical burden, they changed the man's life and abilities.

Assuming a life expectancy of 50, and weekly residential care costs of £800. the cost of residential care would have been £41,600 per year (at 2006 prices) and £2 million over 20 years.

Compared with three sets of adaptations/equipment at £30,000 over 20 years and housing costs of £104,000.

A saving of around £1.9 million could be achieved. If, in living independently he still needed some support, a £200 per week care package over 20 years would still achieve savings of £1.6 million compared with residential care.

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<sup>6</sup> [Better Outcomes, Lower Costs; University of Bristol for the Office of Disability Issues, DWP](#)