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**A SOCIAL RETURN ON
INVESTMENT STUDY
OF ADAPTATIONS**

£1.4m invested in adaptations across the three housing associations creates approx £5.3m in cost savings to the Scottish Government, and a further £3.1m in social and economic value for tenants.

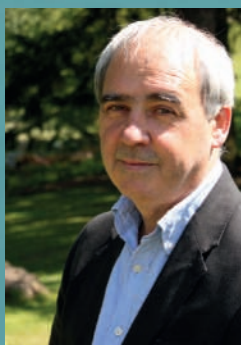
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FOREWORD

One of the key challenges facing Scotland is that of meeting the housing needs of an ageing population. The incidence of disability increases with age. So we know that there will be a very substantial rise in the number of disabled people seeking suitable accommodation over the next two decades.



Unfortunately much of our accommodation is not suitable. This is particularly true for those with high levels of need. In the past, many of these individuals would have been accommodated in care homes. But this sector has faced many challenges in recent years. Issues of regulation, finance and cost have halted and indeed reversed its growth. In 2010, there were 2000 fewer care home residents in Scotland than there were a decade earlier.

The introduction of free personal care was accompanied by significant pressure to change the balance of care – shifting the focus of care for the disabled from institutional to private care provision. In 2002, just after the policy was introduced, there were 24,000 people in Scotland receiving free personal care at home. A decade later, numbers have almost doubled. In 2012, 15,700 of these clients were being given more than 10 hours of local authority commissioned care each week.

But many private houses are not suitable for the provision of such high intensity care. While planning regulations have to some extent improved the extent to which new houses are “disabled friendly”, the vast bulk of our housing stock is not suitable for high intensity care provision. Hence the need to expand provision of intermediate care solutions such as Sheltered or Very Sheltered housing. It is important that such provision is both meeting the care needs of clients and is cost-effective in a very tight public spending environment.

Against this back ground, the publication of this research report by Bield, Hanover and Trust is especially welcome. The work by the Envoy Partnership on Stage 3 adaptations for those living in Sheltered or Very Sheltered Housing and on Very Sheltered Housing itself is a thorough investigation of the costs and benefits of investment in these care facilities. The research specifically shows that there is a significantly positive Social Return on Investment in these facilities. In addition, there are substantial well-being benefits to clients through their being able to maintain their independence, autonomy and maintaining existing social relationships. The research has drawn on both quantitative and qualitative sources in Scotland and used modern assessment tools such as the Adult Social Care Outcomes Toolkit developed by PSSRU at the University of Kent to arrive at its conclusions.

This is a substantive addition to the debate on how best to allocate limited resources in support of frail older people, which deserves to be taken seriously by all of the stakeholders involved in seeking the best possible outcomes for this vulnerable group of individuals.

Professor David Bell, FRIC
Professor of Economics, University of Stirling



INTRODUCTION

As we get older we face challenges to our physical and emotional well-being. For many older people, reduced strength and mobility presents particular challenges, and some find that their home becomes increasingly unsuitable for their changing needs.

Sometimes an older person's needs become so significant that they need to move to accommodation where they can access constant levels of professional care. But another option for some people is that their current home is adapted to address their changing needs; helping them to live independently in their own home for years to come. This option can provide substantial benefits for older people, while also saving money for the government.

In recognition of this, the government has for many years funded adaptations to properties to ensure that they suit the changing needs of existing tenants. In 2011, however, the Scottish Government proposed to cut the £8 million budget for adaptations to £6 million, and announced a consultation into the future of adaptations funding. In response to this consultation, Bield, Hanover (Scotland), and Trust Housing Associations commissioned a Social Return on Investment (SROI) study to examine the value of adaptations to sheltered and very sheltered housing properties; this was to provide further evidence to inform this consultation.

In April 2012 the Scottish Government acknowledged the evidence of the SROI report and the value-for-money that adaptations offer, and announced that it was reversing the planned budget cut.

The SROI referred to in this report has been independently peer-reviewed by Ellis Lawlor, co-author of the Cabinet Office's Guide to Social Return on Investment. It is the opinion of the reviewer that the analysis conforms to the SROI principles and methodology, and gives a good account of the value created for tenants and for the Scottish Government by 3 Housing Adaptations. The full report can be found online at: www.bield.co.uk, www.hsha.org.uk, or www.trusha.org.uk.

SUMMARY FINDINGS

The SROI report came to the following conclusions about adaptations:

That each adaptation provides:

- A potential **£7,500 saving** through reduced need for publicly-funded care home provision
- A potential **£1,100 saving** through increased safety and reduced hospitalisation of tenants
- A potential **£1,700 saving** through reduced need for social care provision
- A potential **£4,700 saving** through reduced need for tenants to fund their own care home provision
- Substantial well-being benefits to tenants (such as independence, confidence, autonomy, family and community relationships, and retained dignity). Each adaptation leads to well-being benefits valued at £1,400.

This SROI study demonstrates that on average, each adaptation saves the Scottish health and social care system over £10,000. This is equivalent to:

- Generating an additional 483 hours of home care, or
- An additional 19 weeks in a Care Home with nursing care, or
- Two orthopaedic operations.

In total, the SROI study demonstrates that £1.4 million invested in adaptations across the three housing associations creates approximately £5.3 million in cost savings to the Scottish Government, and a further £3.1 million in social and economic value for tenants.

This gives a total return on investment of £5.50 to £6.00 for every £1 invested, and the Scottish Government alone recoups £3.50 - £4.00 for every £1 it invests through its funding of adaptations.

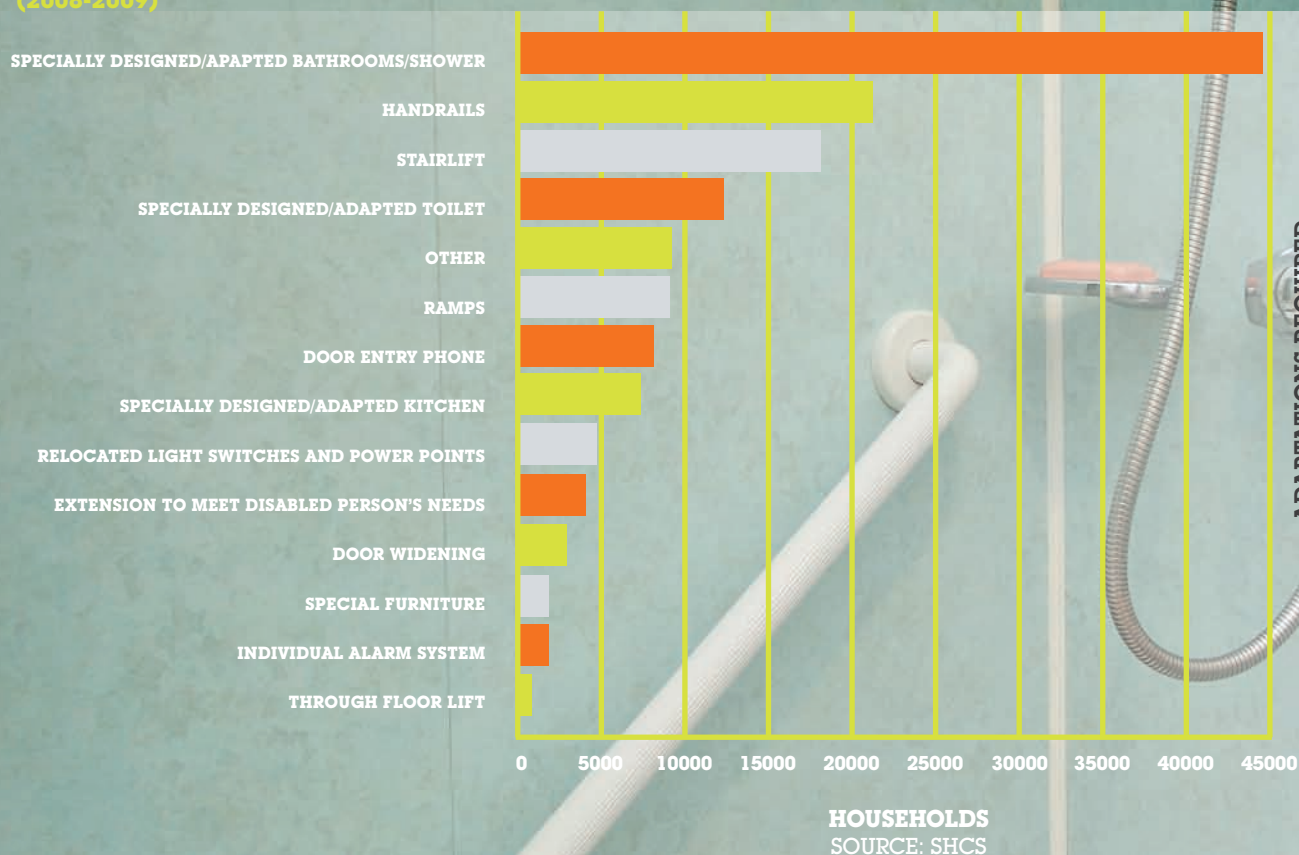
BACKGROUND: The increasing demand for adaptations

The Scottish Government's statistics show that the over-65 population in Scotland is set to rise by 21% between 2006 and 2016. The over 85 age group is projected to increase by 38% by 2016, and by 144% by 2031 - almost two and a half times the number today.

It is estimated that around 130,000 adaptations are required in Scotland now; and that from 2013 to 2023 there will be a 20% increase (from 72,578 to 87,660) in pensioner households "with someone with a life-limiting illness with a need for adaptations"². This represents a total increase of 1,500 adaptations a year for the next 10 years, over and above the current estimate of 130,000.

Shower and bathroom adaptations, hand or grab rails, stair lifts, adapted toilets, and ramps account for over 70% of current adaptations. Figure below shows the Scottish Government's estimates of the national scale of required adaptations.

FIGURE 1:
Types of adaptation required
(2008-2009)



¹ ISD Scotland statistics 2010

² Scottish Government (2010) The Impact of Population Ageing on Housing in Scotland

EXISTING EVIDENCE TO SUPPORT ADAPTATIONS

The Scottish Government's objectives in its policy Re-shaping Care for Older People (2010) emphasises the need to "maximise benefits for older people while minimising the cost to the taxpayer", and "to promote an enabling approach"³. Preventative services such as adaptations have an important role in delivering these objectives.

The National Housing Federation highlighted the contribution of housing associations in delivering savings in health and social care⁴. By installing timely home adaptations, and "floating support and step-down services", housing associations have played a major role in "minimising delayed discharges and avoidable admissions to hospital", while also "reducing the burden on health and social care budgets" (Scottish Government, 2009)⁵.

Evidence from recent research indicates that adaptations offer the greatest potential for savings and value for money to the long-term health and social care system (Audit Commission, 2000), because "equipment for older or disabled people came high on the list"⁶ while also offering independence to tenants.

The Better Outcomes, Lower Cost report from the UK Department for Work and Pensions (DWP) estimated the total cost to the health system of a fractured hip (from a fall at home) to be around £29,000, and the annual cost of residential care is around £26,000. This is compared with an adaptation cost of a few hundred pounds for hand rails, or £6,000 for more substantial housing adaptations, which can help to prevent falls, and therefore avoid the need for care in nursing homes⁷.

A paper from the Scottish Government's Community Analytical Services and Centre for Housing Policy at the University of York (Pleace, 2011) demonstrates that: "much work reports that the cost benefits arising from adaptations create offsets to health and social work services" and "significantly enhance independence and increase quality of life... adaptations can also deliver tangible benefits to relatives who are acting as full time carers"⁸.

The Scottish Government's policy is to "shift the balance of care" to support people to remain in their homes for as long as possible instead of in care homes or hospital settings (Reference the Shifting the Balance of Care policy and Wider Planning for an Ageing Population, 2010). To achieve this, there has been "joint working between health, housing and social care, using levers (such as equipment and adaptations)."

There is little direct research available on the value for money - or the well-being benefits - of adaptations in "extra care" settings (Sheltered or Very Sheltered Housing), when compared to the cost of long-term care.

This knowledge gap is significant for two reasons.

1. Timely adaptations might lengthen the time a tenant can remain in a home. This can help fulfil their aspirations of independence, allow them greater control over their lives and can deliver a better quality of life.
2. Adaptations can make better use of a tenant's personalised care package and permit more effective use of health and social care resources.

Crucially, these factors can contribute to a reduction in wasted resources, as well as a reduction in costs because hospitalisation is avoided. This SROI study fills this knowledge gap with new evidence.

³ Scottish Government and NHS Scotland (2010) Re-shaping Care for Older People

⁴ National Housing Federation (2010) Health and Housing: worlds apart?

⁵ Scottish Government (2009) The Effectiveness of Equipment and Adaptations

⁶ Audit Commission (2000) Fully Equipped

⁷ Heywood, F. & Turner, L., (2007) Better Outcomes, Lower Cost, Department for Work and Pension: Office for Disability Issues

⁸ Pleace, N. (2011) The Costs and Benefits of Preventative Support Services for Older People, Centre for Housing Policy, University of York

...“much work reports that the cost benefits arising from adaptations create offsets to health and social work services” and “significantly enhance independence and increase quality of life...”



BENEFITS OF ADAPTATIONS

Adaptations to people's homes are intended to make homes more suitable for the resident as their needs change. They are a low level but highly effective preventative measure, and can reduce the need for institutional care. They also maintain and improve levels of independence, psychological wellbeing, autonomy, allow older people to manage their day-to-day lives and help them better to maintain relationships with friends and family⁹. This SROI study focuses on the impact adaptations have on the well-being of tenants, the extent to which adaptations allow tenants to remain in their homes for as long as possible, and the impact this has on government expenditure.

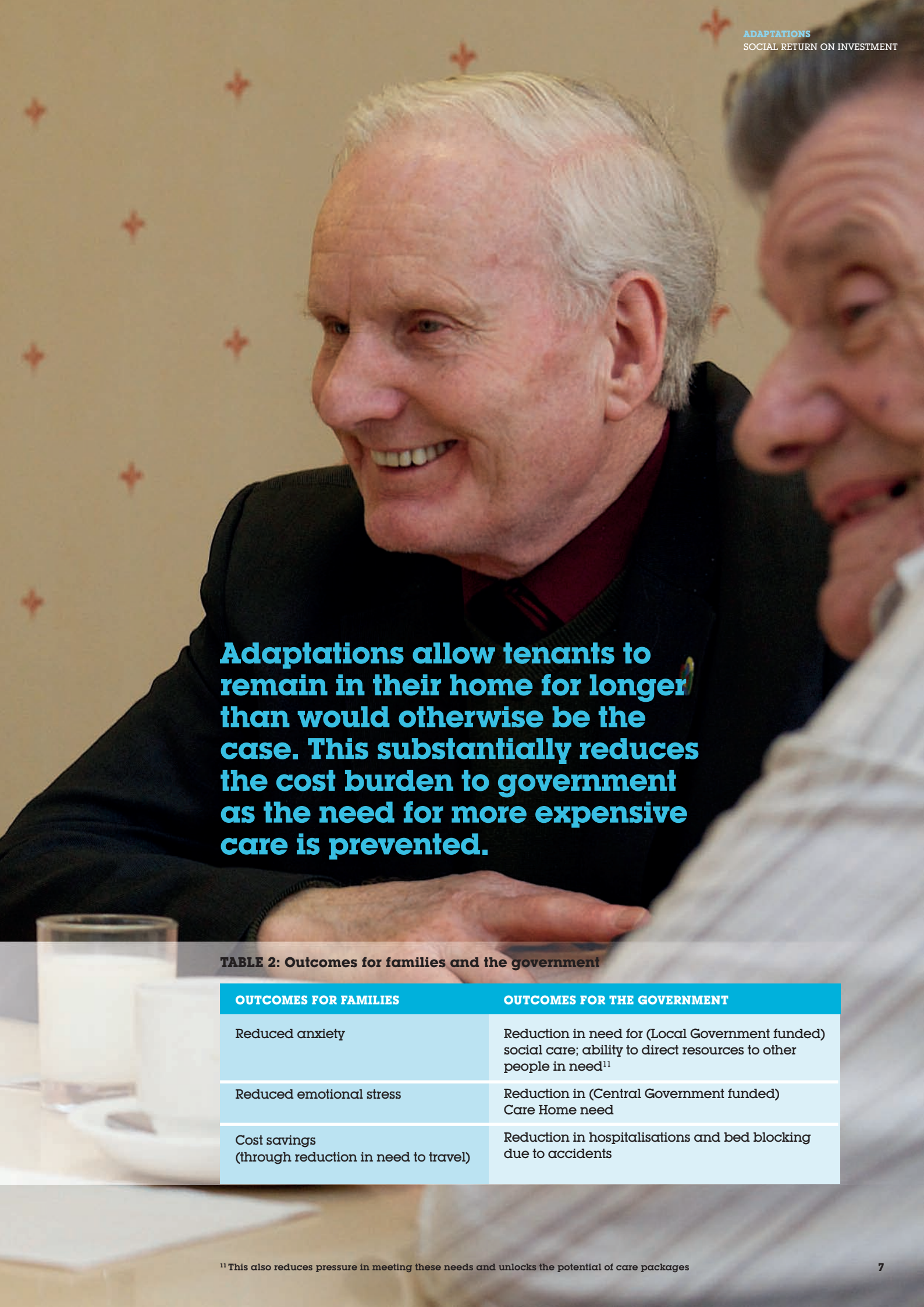
The SROI study outlined a range of benefits - or outcomes - Tables 1 and 2 outline the benefits and outcomes identified from the study.

TABLE 1: Outcomes for Tenants

AREAS ASSESSED	OUTCOMES FOR TENANTS	WHAT TENANTS SAY
Physical health	Safety & avoidance of accidents	"The old bath was too low, way too dangerous for me in my condition. I'm just not physically able to stoop down and wash myself properly, it wasn't very nice."
Personal well-being	Privacy	"It's very important for me that I'm able to retain good hygiene and good health myself and without needing someone else to deal with something that personal."
	Independence	"There's a good variety of things to do here when you want to, and I can still be part of my bowls club which I go to by taxi as an honorary member."
	Confidence	"Overall my confidence and peace of mind has increased."
	Autonomy & control	"I need less help so I can get up when I want, shower when I want, eat when I want."
	Sense of safety ¹⁰	"I feel very safe and secure, and we have great facilities and very, very nice people on the staff team."
	Psychological well-being	"So the new shower has had an immensely positive impact on my life and contributed to improving my well-being, no doubt about it."
Social well-being	Family relationships	"It's important to us that I can stay here because I can maintain my very close relationships with my daughter and other residents."
	Social relationships with others	"The chairlift lets us safely get downstairs and to the main door, where I can be picked up when I go to the social club every week."
	Sense of community & belonging	"This way of living contributes to the good days... and I can go out, out and about into the community when I'm feeling good. Even though I'm very happy with my own company, there are good people and activities when you need it."
Financial	Reduction in (self-funded) Care Home need	"I dread going to a nursing home."

⁹ These outcomes were identified through consultation and engagement with tenants and their families, staff at the developments, and other secondary sources. For more details see SROI methodology.

¹⁰ Sense of safety¹⁰ is a distinct outcome from safety. Tenants may feel safer when in fact they are not so, and vice versa.



Adaptations allow tenants to remain in their home for longer than would otherwise be the case. This substantially reduces the cost burden to government as the need for more expensive care is prevented.

TABLE 2: Outcomes for families and the government

OUTCOMES FOR FAMILIES	OUTCOMES FOR THE GOVERNMENT
Reduced anxiety	Reduction in need for (Local Government funded) social care; ability to direct resources to other people in need ¹¹
Reduced emotional stress	Reduction in (Central Government funded) Care Home need
Cost savings (through reduction in need to travel)	Reduction in hospitalisations and bed blocking due to accidents

¹¹ This also reduces pressure in meeting these needs and unlocks the potential of care packages

QUANTIFYING AND VALUING BENEFITS

To analyse the *value for money and return on investment of adaptations*, new research was undertaken to support existing information held by housing associations. Further details of existing research can be found in the section *SROI methodology*.

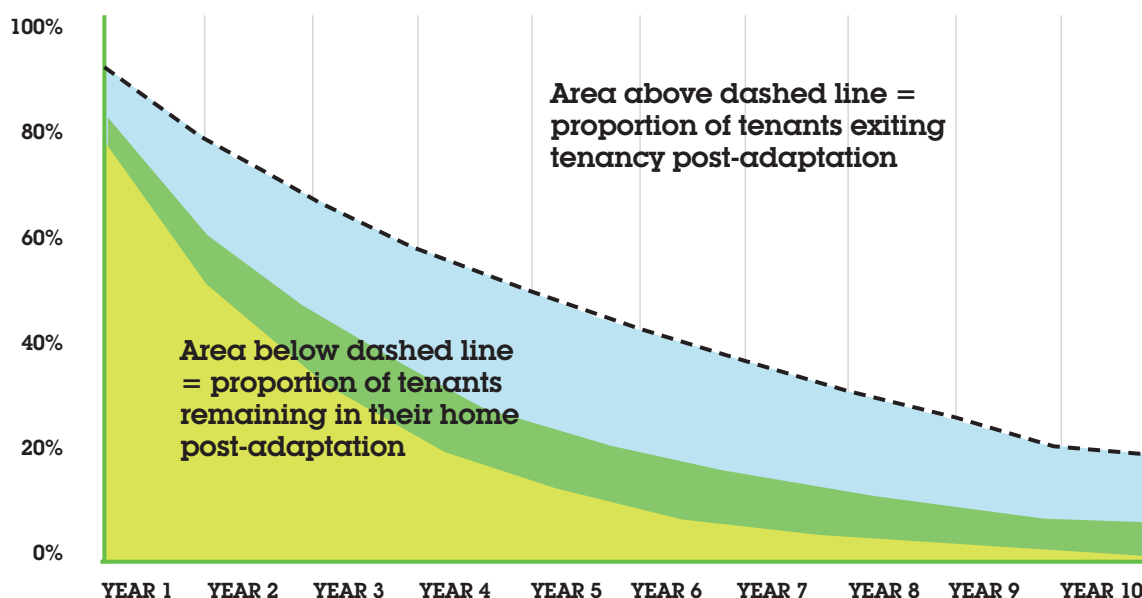
The research found that, on average, tenants that have had adaptations remain in their properties for at least five years *after the adaptation is complete*. Tenant data from the housing associations show an average length of tenancy in Sheltered / Very Sheltered Housing of 5.2 years, which increases to 7.9 years when an adaptation is provided. This suggests that on average, adaptations enable tenants to remain in their homes for an extra 2.7 years. A significant number of tenants are able to remain in their own home for an extra ten years or more following adaptations.

Figure 2 below shows the proportion of tenants that remain in their homes after adaptation, and the *likely* proportion of tenants that would remain in their homes were it not for the adaptation.

The SROI study finds that the immediate benefits of making a tenant's property more suitable to their needs through adaptations include:

1. **Reduction in social care need:**
An overall reduction in the need for social care of 88 hours a year per adaptation while the tenant remains in their home. The net benefit is £1,700 per adaptation.
2. **Reduction in hospitalisations:**
A one-third reduction in hospitalisations for tenants (particularly a reduction in falls), worth £1,100 in potential cost savings per tenant per year.
3. **Significant increase in confidence, autonomy, and independence for tenants.** A survey of tenants showed a 29% increase in confidence, a 23% increase in independence, and an 18% increase in privacy arising from reduced care need as a result of adaptations.

FIGURE 2: Length of tenancy in Sheltered and Very Sheltered Housing post-adaptation



LIKELY DESTINATION IF ADAPTATION HAD NOT BEEN COMPLETED:

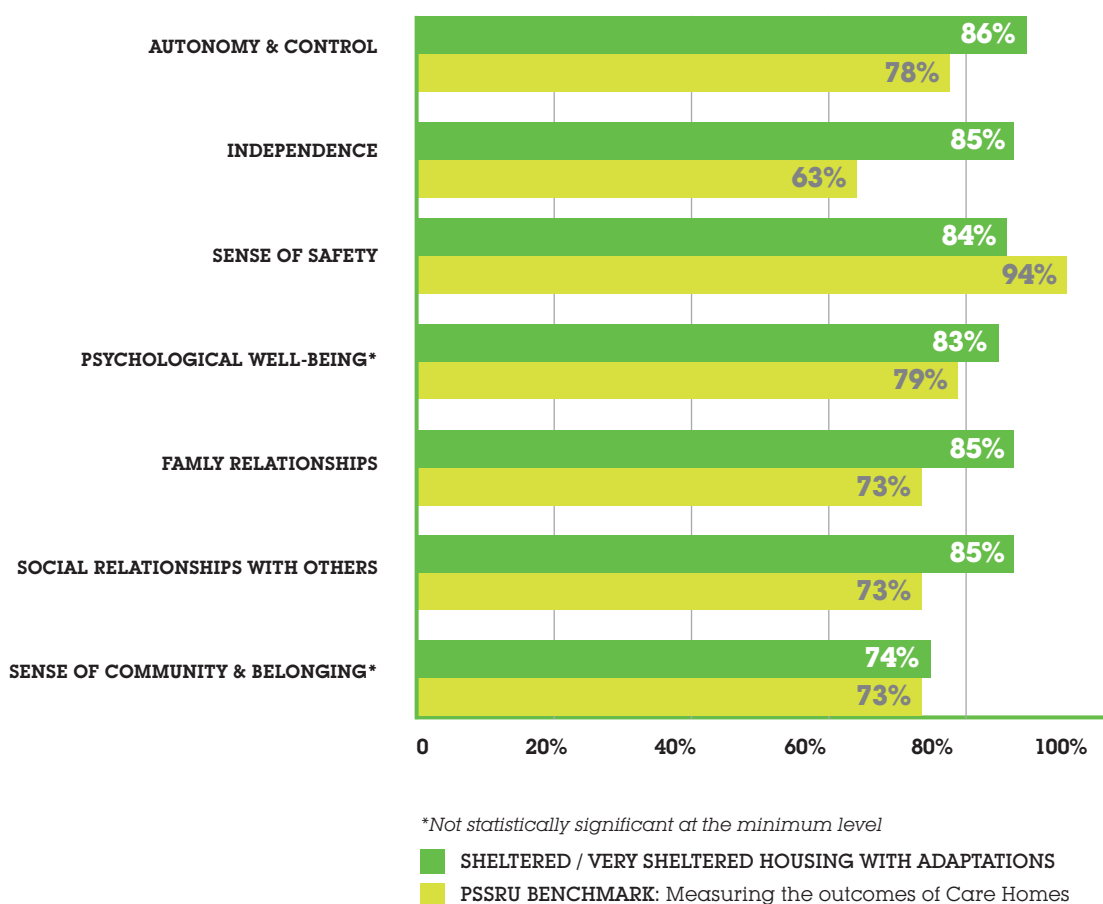
- Tenant would have moved to Care Home
- Tenant would have moved to other accommodation
- Tenant would have remained at home

The study also found that because adaptations enable tenants to remain in their home for significantly longer, both tenants and the government benefit over a ten year period:

1. Greater levels of autonomy, independence, psychological well-being, and quality of relationships (referenced as well-being benefits below) for tenants that would have had to move into a Care Home (or equivalent provision) were it not for the adaptation.
2. For the Scottish Government, Care Home costs are reduced by £12,200 per adaptation, over 60% of which would have been paid by the Scottish Government, rather than the tenant.

Figure 3 below shows the comparison with levels of autonomy & control, independence, sense of safety, psychological well-being, and quality of relationships in Care Homes.

FIGURE 3: Well-being comparison: Sheltered & Very Sheltered Housing with Adaptations, and Care Homes



⁹ These outcomes were identified through consultation and engagement with tenants and their families, staff at the developments, and other secondary sources. For more details see SROI methodology.

¹⁰ Sense of safety' is a distinct outcome from safety. Tenants may feel safer when in fact they are not so, and vice versa.

RESULTS

The SROI study demonstrates that the *return on investment* is high for these Stage 3 adaptations. This is because a one-off, relatively low cost investment in an adaptation produces substantial cost savings to the health and social care system, and leads to well-being benefits for tenants that last a number of years.

Once adaptations are in place they are likely to be a permanent fixture. In many cases adaptations will therefore provide further value to future tenants, although estimating this was beyond the scope of this study.

The SROI study shows that a total investment of £1.4 million leads to a total return of £8.5 million based on the analysis of adaptations in Bield, Hanover and Trust's Sheltered and Very Sheltered Housing. *The total value created is actually greater than this*, but only 50% of the value is attributed to the adaptations.¹² Figure 4 opposite shows the breakdown of value between different outcomes.

An average adaptation saves the Scottish Government the equivalent of 19 weeks of Care Home provision with nursing care, but only costs the equivalent of 5 weeks.¹³

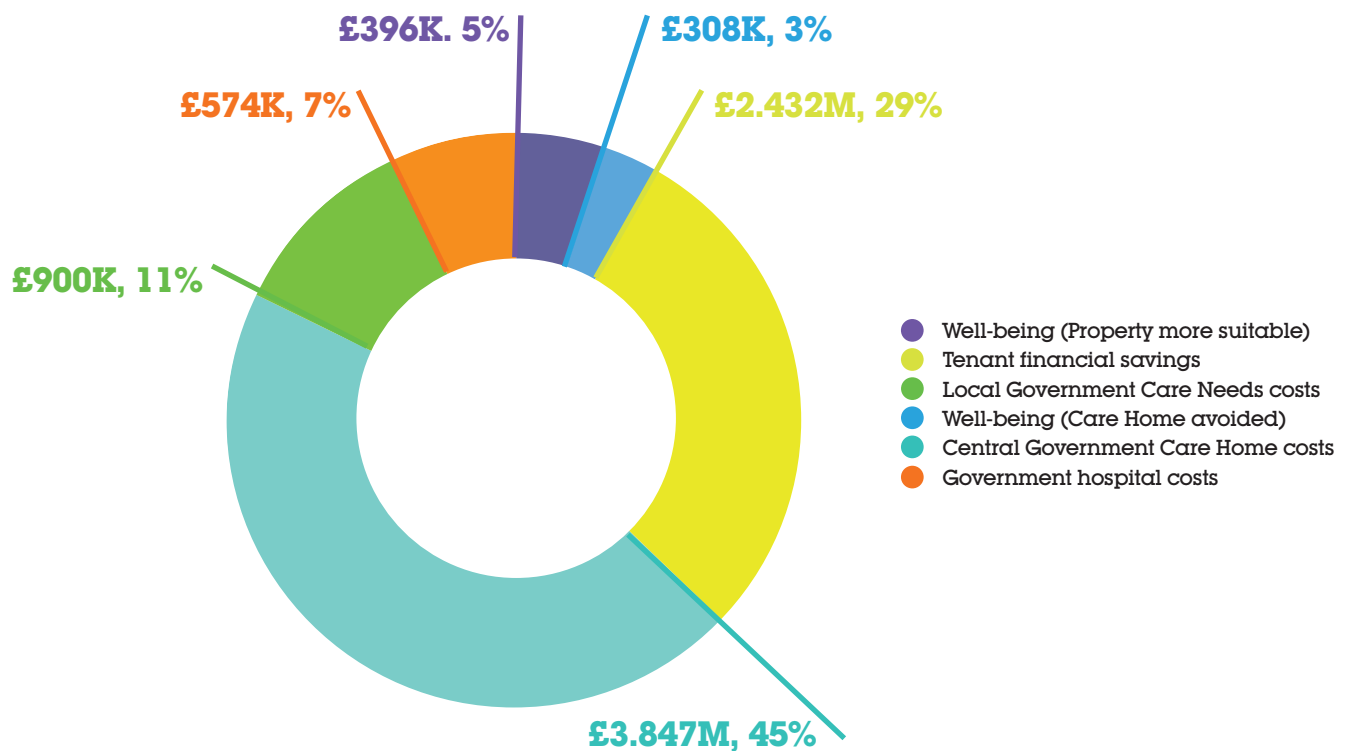
Every £1 invested in adaptations in Sheltered and Very Sheltered Housing, creates:

- **Benefits to tenants of £1.50 to £2.00 (through improved well-being and reduction in self-funded Care Home costs)**
- **Savings in Care Home costs to the Scottish Government of £2.50 to £3.00**
- **Savings in medical and social care costs to the Scottish Government of around £1.00**
- **A total Social Return of between £5.50 and £6.00 for every £1 invested**

¹² Many of the benefits of adaptations arise directly from the adaptation, but others come about because the adaptation allows the tenant to maximise the benefit of their Sheltered or Very Sheltered care package. To reflect this, a conservative attribution rate of 50% has been defined in the calculation, so only half of the value created has been directly attributed to the investment in adaptations.

¹³ Care Home Census 2010 gives the following costs for provision: Publicly funded long stay residents with nursing care: £540 per week (£28,176 per year)

FIGURE 4: Total Attributable Value Created by 515 Stage 3 Adaptations in Sheltered and Very Sheltered Housing



NATIONAL IMPLICATIONS

According to Scottish Government, just under 3,600 adaptations were carried out in 2010 in Scotland across all categories, a proportion of which were for older people in Sheltered or Very Sheltered Housing. There is no available official data on this proportion, but Bield, Hanover and Trust between them carry out over 500 such adaptations per year. If one third of all adaptations (1,200 adaptations, or around £2.65 million of the £8 million grant fund) were carried out for older people, the evidence in this SROI study suggests that this could deliver between £9 and £10 million in annual cost savings to the social and health care systems.

If one third of all adaptations were carried out for older people, the evidence in this SROI study suggests that this could deliver between £9 and £10 million in annual cost savings to the social and health care systems.

CONCLUSIONS

The Scottish Government's objectives in its policy *Re-shaping Care for Older People* (2010) emphasises the need to "*maximise benefits for older people while minimising the cost to the taxpayer*", and "*to promote an enabling approach*". This SROI study shows that adaptations are an excellent way to achieve these objectives. This study demonstrates the extent to which adaptations help the Scottish Government in their programme to *Shift the Balance of Care* (2010) from care homes and hospitals, and demonstrates how successful adaptations are at delivering value for money, and enabling older people to live independently in their own homes for as long as possible.

A one-off relatively low-cost investment in adaptation produces substantial cost savings and reduced waste to the health and social care system. Adaptations also unlock more value from the tenants' care package. Furthermore, the study demonstrates that adaptations enhance the well-being and independence of tenants by preventing the need to move to alternative accommodation.

Scotland's ageing population will have a substantial impact on the health and social care budget. This SROI study, and previous research, demonstrates that it is essential to invest to save through preventative actions, and reduce waste by increasing the grant fund for adaptations significantly. Considering the Scottish Government's estimates for required adaptations, at a national scale the current adaptations grant fund of £8 million does not meet this need.

RECOMMENDATIONS

For adaptations, this study recommends:

- That the grant fund is increased to ensure that necessary adaptations are adequately funded
- That housing providers are supported in administering timely adaptations for tenants, and so enhance their contribution to "*reducing the burden on health and social care budgets*" (Scottish Government, 2009)
- That the Scottish Government, health and social care providers, and housing organisations utilise this evidence to inform strategy towards adaptations
- That the application and installation process is re-designed to be more timely and user-friendly for older people and other beneficiaries
- That further research is carried out into the impact of adaptations on the families of tenants, the social return on investment of adaptations for other needs and settings, and the most appropriate attribution rates to use in the SROI calculations

This SROI study, and previous research, demonstrates that it is essential to invest to save through preventative actions, and reduce waste by increasing the grant fund for adaptations significantly.



SROI METHODOLOGY

SROI is a type of stakeholder-informed cost-benefit analysis that uses a broader understanding of value for money. It assigns values to social and environmental outcomes, as well as to economic outcomes, and aims to help organisations make improved spending decisions. Its development in the UK has been pioneered by organisations such as the *new economics foundation* and the SROI Network, and this national development has been funded by the UK Office for Civil Society and the Scottish Government (through the *SROI Project*). It is increasingly used to measure value for money and is recommended by the National Audit Office as a recognised tool for social and economic analysis.

The steps followed in this SROI study draw from the UK Cabinet Office guide and Scottish Government's *SROI Project*, which are as follows¹⁴:

1. Establishing scope and identifying key stakeholders
2. Mapping outcomes
3. Evidencing outcomes & giving them a value
4. Establishing impact
5. Calculating the SROI
6. Reporting, using, and embedding

New primary research was carried out for this SROI study, which included:

Stakeholder engagement:

- Qualitative research carried out at five residences in Ayrshire, Glasgow, West Lothian and Edinburgh, run by the three housing associations in Scotland, which consisted of 50 interviews with tenants and family members, and additional interviews were conducted with staff.

Data collection:

- 448 quantitative surveys of tenants in Sheltered or Very Sheltered properties that had had adaptations.
- A survey of 25 residence managers, which analysed the impact of 333 adaptations.

This SROI evaluation drew on a variety of existing data from the three housing associations, from the Scottish Government, and from other academic and research resources. In particular, the analysis utilised expenditure data, tenancy tenure length, and average adaptation costs and types.

See the full report for more details of the methodology used in this SROI.¹⁵

SROI is a type of stakeholder-informed cost-benefit analysis that uses a broader understanding of value for money. It assigns values to social and environmental outcomes, as well as to economic outcomes, and aims to help organisations make improved spending decisions.

¹⁴ For more details see www.thesroinetwork.org/sroi-analysis/the-sroi-guide

ABOUT BIELD, HANOVER, TRUST, ENVOY

About the Housing Associations

Bield, Hanover (Scotland) and Trust Housing Associations are at the forefront of providing for the housing, care and support needs of older people across Scotland. As the three largest Scottish providers of supported housing for older people, we have developments in practically every part of the country.

The three organisations have a long and proud track record of working together on the issues that matter – on good practice, policy, joint procurement and equalities. We work closely with the Scottish Government and local authorities to develop appropriate policies and services for older people.

About Envoy Partnership

Envoy Partnership is an advisor in evidence-based communications and strategic research. We specialise in measuring and demonstrating the value of social, economic and environmental impacts.

We are dedicated to providing organisations, stakeholders, investors and policy makers with the most holistic and robust evaluation tools to enhance their decision-making, performance management, and operational practices.

The study was conducted by Oliver Kempton, Andy Warby and David Williams.



Bield, Hanover and Trust are at the forefront of providing for the housing, care and support services for older people across Scotland.

We work closely with the Scottish Government and local authorities to develop new and creative solutions.

CASE STUDIES

Mrs Francis Hair, Stewart Court, West Calder **Walk-in Shower Adaptation**

Francis is from Wales, and had her sheltered housing flat fitted with a new walk-in shower adaptation in 2010. She used to live in her own home, but could not safely negotiate the stairs any more.

"I'm a lot happier now I have the new shower. I physically couldn't get in and out of the bath before, it was impossible. That wouldn't have done. It's very important for me that I'm able to retain good hygiene and good health myself and without needing someone else to deal with something that personal... and without the shower, I'd be smelly wouldn't I?! I even have wheel chair access with it if I eventually need.

Overall... having the shower means I can live here for much longer, keep strong for my family and daughter who are a lot happier too as a result. It's saved my daughter so much time too (having to look after me in the bath), knowing I can live independently that my well-being and health are improved and that I'm well looked after here when I need it. This way of living contributes to the good days...and I can go out and about into the community when I'm feeling good. Even though I'm very happy with my own company, there are good people and activities when you need it. And you'd never get anybody better than Gwen (residence manager) to make sure we're all fine – when she's gone, it feels like mother's left home!"

"Overall... having the shower means I can live here for much longer, keep strong for my family and daughter who are a lot happier too as a result."

Mrs Anne Whitelock, Stewart Court, West Calder **Walk-in Shower Adaptation**

Anne is in her 90s and has osteoporosis, yet with the right aids, she is can still get around when she can. She has lived in Stewart Court for 6 years, and is used to having showers in her previous homes. Her flat was provided with a shower adaptation.

"All my previous homes have had showers. I couldn't have a bath here, not with my condition, it wouldn't be possible. It's too difficult and dangerous for me to get in and out. And having it means I can stay independent living here for longer, I even have a hairdresser and chiropodist coming in regularly. Having the shower means I have a better level of hygiene and health - and looking after me is much more dignified than having to have someone help me.

My family are also happier and less stressed, because they are so close by and know that I generally feel healthier in myself and my overall well-being is very good here. It's important to us that I can stay here because I can maintain my very close relationships with my daughter and other residents. Having a high level of choice in what I can do means I can stay as busy as I want to be, there are lots of activities (handicrafts and armchair exercises are fantastic!) and people to speak to here. And the Bield staff are all very nice, just wonderful."

“Having the shower means I have a better level of hygiene and health - and looking after me is much more dignified than having to have someone help me.”

Mrs Anne Whitelock



**Mrs Louise Milne,
Sunnyside Court, Edinburgh**
Chairlift adaptation

Louise is 89 and has lived at Sunnyside Court in her flat for many years. A chairlift was installed to enable her and other frail tenants on the upper floor to gain access to the main entrance/exit door of the development, as there was no lift and stairs are physically difficult to negotiate safely.

"I'm no spring chicken, so the chairlift has had a wonderful impact on my life here! Without it I couldn't get out and around at all when I want to, and I wouldn't want to leave my flat. I dread going to a nursing home - at least here I can live with independence and dignity. Being in control means overall I feel good and my well-being is high, especially as I'm very well looked after when I need it from the staff. It's given my family great peace of mind, and we don't have much to worry about at all. I have a wonderful daughter-in-law and family who can visit and come and go as we please.

I feel very safe and secure, and we have great facilities and very very nice people on the Hanover staff team. I like to enjoy my peace and quiet, and I can even see foxes, squirrels and birds from my room - but we're not allowed to feed them! I think other tenants have benefited greatly from the chairlift too. It lets us safely get downstairs and to the main door, where I can be picked up when I go to the social club every week."

***"I'm no spring chicken,
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I dread going to a nursing
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live with independence
and dignity."***

CASE STUDIES

**Mr Ian Mason, Shawholm
Crescent, Pollokshaws, Glasgow**
Walk-in Shower Adaptation

Ian has lived at Shawholm Crescent for several years, and had previously lived in his family home since 1949. He has emphysema and requires oxygen tanks to support his breathing constantly through the day. His walk-in shower was installed recently.

"The old bath was too low, way too dangerous for me in my condition. I'm just not physically able to stoop down and wash myself properly, it wasn't very nice. It's important to me that I feel as healthy as I can be and that my hygiene is good - it helps me feel positive. So the new shower has had an immensely positive impact on my life and contributed to improving my well-being, no doubt about it. Overall my confidence and peace of mind has increased, and living here for longer means I can keep being in control and live independently with choice about getting out when I can. That is what sheltered housing is all about.

There's a good variety of things to do here when you want to, and I can still be part of my bowls club which I go to by taxi as an honorary member. My daughter and sister are very happy - they can visit when they want, and they have greater peace of mind and less worry knowing I'm well looked after here, and that I'm secure, safe and in control. I would recommend this to anybody, the Trust staff are excellent and selfless - they were even running up and down with meals for us when the lift wasn't working one afternoon."

“The new shower has had an immensely positive impact on my life and contributed to improving my well-being, no doubt about it. Overall my confidence and peace of mind has increased, and living here for longer means I can keep being in control and live independently with choice about getting out when I can.”

Mr Ian Mason



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This study demonstrates the extent to which **adaptations help the Scottish Government** in their programme to *Shift the Balance of Care* (2010) from care homes and hospitals, and demonstrates how successful adaptations are at delivering **value for money**, and enabling older people to **live independently** in their own homes for as long as possible.

