

Cambridgeshire Handyperson Service

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The impact of the service: Two case studies which demonstrate the support provided

Case Study 1: Mr C

- 94 year old gentleman, living alone in a Fenland market town
- Problem with Immersion heater
- Contacted local plumber
- Disconnected water supply
- £500 deposit requested

Cont'd

- Mr C instead contacted Age UK
- No water, support from neighbour
- Emergency plumber attended within 3 hours
- Assessed the problem,
- Returned the following day to complete the repairs, however.....
- Keeping in touch

Cont'd

- Mr C said '*he has faith that these boys would sort him out*' reference to the CHP contractor.
- He felt reassured that he didn't have to pay for anything through the service until the work was completed.

Case Study 2: Mr and Mrs H

- Recently moved home to a bungalow due to Mr's ill health
- The equipment required could have been obtained following assessment by ASC
- Happy to pay for this
- Many installations, rails, steps

Cont'd.....

- **Other issues**
- Issues applying for Blue Badge
- Assessor gave the information regarding this
- Limited telephone access
- No broadband- confusion over sets
- Assessor arranged to have both installed

Cont'd.....

- Onward referral to Information and Advice
- Further support with obtaining Blue Badge
- And benefit check

Cont'd.....

'You have found out more in a ten minute call then we have been able to in several calls lasting 20 minutes or more.'