

# Herts Healthy Homes



Funded by the NHS and Herts County Council, the Herts Healthy Homes service provides a range of support to help keep vulnerable residents who live in Hertfordshire warm, safe and healthy in their homes, and includes everything from:

- Home visits to give advice and practical support to help you stay well and active.
- Information and advice on energy efficiency and reducing heating costs.
- Help accessing grants for home insulation and new boilers.
- Installation of draught-proofing and other energy efficiency items such as radiators reflector panels, water-saving shower heads and much, much more!
- Referrals to free services - including fire and home safety visits, falls prevention, smoke free teams, community meals, gardening support and more.
- Small repairs like broken windows and badly fitted carpets.
- Advice on staying healthy and hydrated and information on exercise classes locally, with free items including pedometers and cooling fans.

## Here is an example of the service provided to one local resident:

Emily\* contacted Herts Help in June, wanting some support for her Uncle Jim\*, 81, whose boiler had recently broken down. Groundwork Hertfordshire's advisor, Kloe, visited Jim, based in North Hertfordshire for a Herts Healthy Homes visit.

Kloe helped Jim & Emily access support to get a replacement boiler fitted and provided 2 oil-filled radiators and a heated blanket to see him through until the new boiler arrived. Kloe also applied to have the loft and cavity walls insulated as well as financial help to cover energy costs, all measures which will make heating the home more affordable for Jim.

During the visit, a number of other issues emerged that Groundwork were able to help with:

A recent stroke had affected Jim's mobility, so Kloe sought details of appropriate local exercise classes as well as support from the Citizens' Advice Bureau to get a blue badge to help Jim keep as active as possible. Kloe also organised a free water jug to help with Jim's fluid intake and gave him a water spray fan to help keep cool on hot summer days.

Another worry was water arrears. As well as a referral to the CAB for specialist support, Kloe provided a number of water saving devices to help Jim save water and thus money.

Lastly, as a result of everything they'd had to deal with, the garden had become quite overgrown with brambles & nettles. Kloe made a referral for a free visit from Groundwork's Green Aiders gardening team to give it some TLC and make it a safe space Jim to enjoy!

If you, or someone you know, needs help or support to stay healthy and well at home, call **HertsHelp** on **0300 123 4044** and quote **HOME1**. \* client names have been changed on request of the service users.

---

To find out more about Hertfordshire's Senior Watch, visit: [www.owl.co.uk/senior](http://www.owl.co.uk/senior)