

Aberdeen Care & Repair - Annual report 2026



Operating as a department within Castlehill Housing Association, Care & Repair promotes a person-centric approach to offering the key to services to enable older people, people with disabilities and/or long term health problems remain living in their own homes as independently as possible for as long as possible.

Support



We are commissioned through Aberdeen City Health and Social Care Partnership to deliver services to older people, irrespective of tenure. We helped **2802 Aberdeen households in the last year.**

Trusted traders



Advice



The service operates as a social enterprise with Income generated from Small Repairs and our Minor and Major Adaptation Services which is reinvested into additional services and support for our clients.

Fire alarm Scheme



Minor aids



We offer a 'free' Early Intervention and prevention survey to all customers contacting our services. This survey identifies areas where a client may be at risk, identifies any support that may be available to them locally and includes a benefit entitlement check.

Dementia



Sign posting



Smart Meters



Repairs



The most common request is for Advice (27%) followed by our Minor Aids (25%) and Small Repairs services (24%).

Home survey



Major Adaptations



Key Safes



CHARITY



Minor Adaptations



Early intervention



Affordable warmth



Benefit check



Handyman



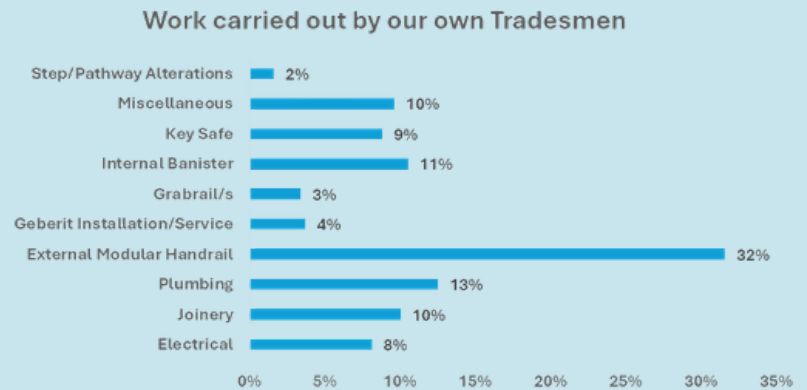
What we achieved;

focus on small repairs and minor adaptations service



The Small Repairs and Minor Adaptations are services delivered by our own in-house tradesmen and there are reduced rates for Customer's in receipt of certain benefits.

- 94% felt they did not have long to wait
- 99% were satisfied with the contractors conduct
- 99% were satisfied with the work carried out
- 94% could not have organised the work without C&R



From 1st April 2026 Care and Repair and Occupational Therapy have introduced a new self referral system for home owners requiring a minor adaptation. Occupational Therapists will no longer assess for a Minor Adaptation unless a larger adaptation is required, instead these will be redirected to Care and Repair.

Care and Repair staff have undertaken training delivered by OT's on both the assessment and criteria in order that they can carry out the assessments for home owners who self-refer. This will free up OT time to focus on those customers requiring larger adaptations or OT support, which in turn should reduce their waiting list times.

Makes living at home easier for me!

The service was quick and we feel so much better getting the rails fitted for mum!!

Couldn't do without you all I use the services regularly!

I have more information about Dementia and how to get support at home if I need it!

Care and Repair are proud of the work we do which starts with the early intervention survey, helping staff see exactly what is needed.

Excellent Service!

The team can sign post and help - which is key to being able to remain in their home safely. Relatively simple adaptations or repairs can improve their day to day life and Care and Repair do this irrespective of tenure.

Found out lots of things I should be applying for!

I had a fall and referral was made to OT so I now have aids and adaptations to help me!!

I wouldn't of applied for Adult Disability Payment I didn't think I would qualify!

I would recommend the service to anyone!