Housing to Health

Summary evaluation report

November 2015 - March 2018

Nottingham City Homes

H2H

CityCare
Building Healthier Communities





Nottingham City Council Connecting Care NHS



Bringing health and housing together at the front line

Linking housing and health in Nottingham

Housing and health integration at the front line

The Housing to Health scheme aims to ease the strain on the health service and adult social care by finding suitable homes to speed up a patient's discharge from hospital, or directing people at risk of being admitted to hospital due to poor living conditions into good quality social housing.

Our Housing Health Coordinators (HHCs) take referrals from health professionals in the hospital or in the community. They help source suitable accommodation, such as Independent Living (sheltered housing) homes. They support the individual and their family through the whole process, ensuring they are set up to live independently in their new home.





Mr Moore's story

Mr Moore* was referred from the community- he was living in a third floor flat but in recent years had become wheelchair dependent. He required carer visits three times a day, and his close friend who had previously supported him had recently passed away.

The HHC worked closely with his social worker to find him appropriate housing urgently. Soon after being referred, the HHC sourced a fully wheelchair accessible, ground floor property with a partner Registered Social Landlord. The HHC also arranged for grab rails and chair risers to be installed and made sure he had the correct benefits in place.

Since being rehoused through the service, Mr Moore's health has improved greatly. He has completely ceased all carer assistance, as he is now able to live independently.

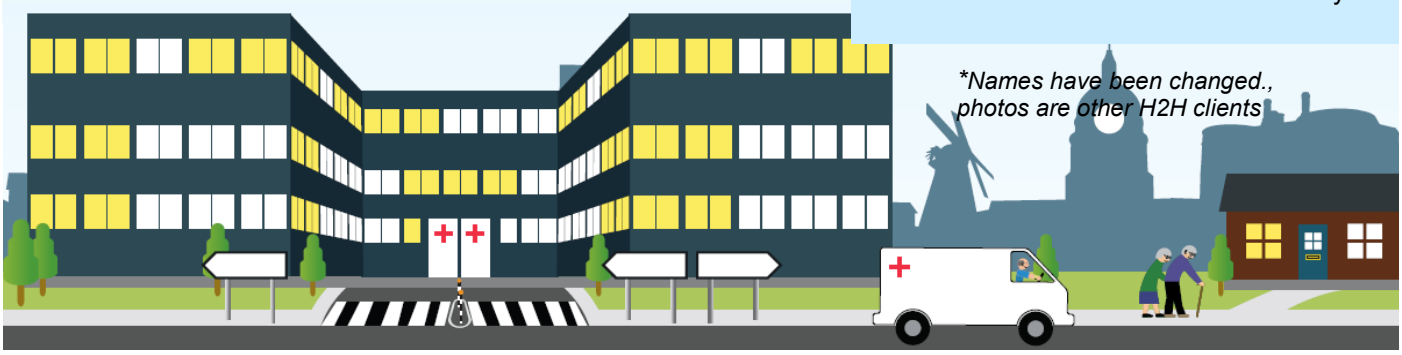
Mr Turton's story

Mr Turton* was referred by his Occupational Therapist from QMC hospital. He was left a permanent wheelchair user after circulation problems led to the amputation of his foot. He couldn't be discharged to his home, a first floor flat.

The HHC ensured he was a medical priority case. They identified a newly built, fully adapted and accessible bungalow and he moved in within 3 weeks – compared with the average 36 week wait for a bungalow.

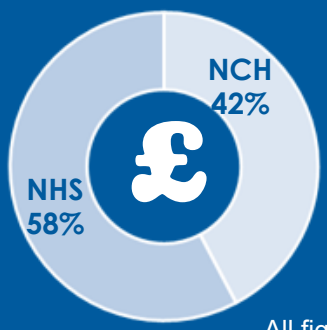
The HHC worked with him through the entire process to make sure that the property would be suitably furnished and that Mr Turton had the help he needed to move.

Mr Turton said he was very satisfied with his new home, and he was managing his health and finances better. He also expressed how happy he was to be able to access the community.



*Names have been changed., photos are other H2H clients

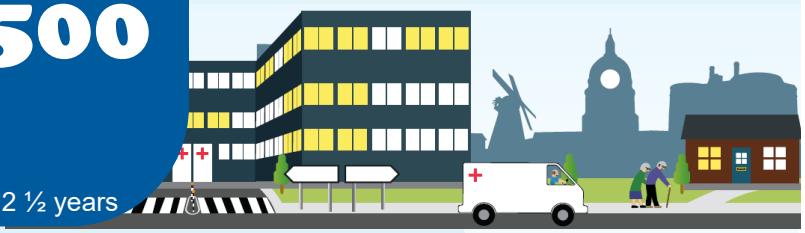
Costs 261,500



All figures cumulative over 2 ½ years

236 people

Re-housed to live independently



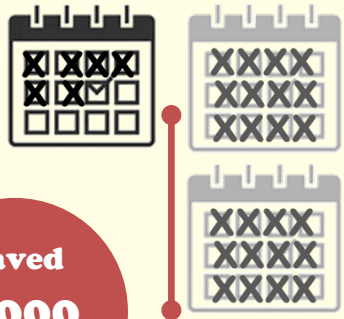
Reducing delays in transfer of care



in NHS bed or residential care, ready for discharge

H2H re-housing time: 49 days

Housing waiting list: 177 days



Saved 9,000 bed days

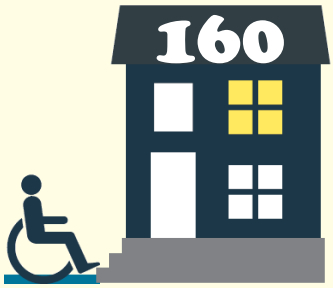


£2.1m

Saved the NHS £2.1m

Reduced delayed transfer of care & prevented admissions

Early intervention to prevent admissions



living in poor/ inappropriate housing

Re-housed to suitable home



£700,000

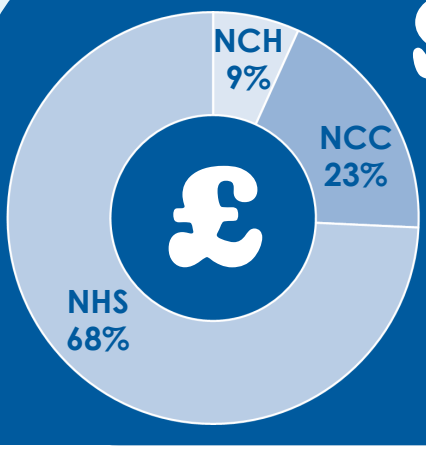
Saved Local Authority £700,000

Across Adult Social Care, Adaptations, Housing Aid and Women's Aid

Every **£1** invested creates **£10.70** in savings



Savings 3.1m



Benefits of the project

520 referrals



"I now have a purpose to live and look forward to waking up in my lovely home."

Improvements in wellbeing after 6 months:

16% improvement in self-reported health

12% increase in health-related quality of life

17% improvement in mental-wellbeing score

30 people no longer suffer anxiety/depression

Half of customers were socially isolated before, as harmful to health as 15 cigarettes a day

Now, 88% have enough social contact

50% increase in feeling safe at home

25% have improved financial comfort

Carers report a 53% improvement in their own quality of life

93% said they wouldn't have been able to move without the support of the HHCs



97% are satisfied with their new home

"Absolutely fantastic service. The HHC and the H2H project saved my life."



patients supported to move out of high-cost mental health units to live independently

Nottingham City Homes

£287,000 extra rental income and cost savings

The number of empty properties in NCH's Independent Living schemes reached an all-time low



24 people avoided becoming homeless



Mental health support worker

"Your team have been amazing in liaising with us and working together to achieve the most incredible outcomes for our service users, so quickly and effectively."

For further information contact Richard Holland, NCH Assistant Director Housing Operations
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