

Healthy Homes, Healthy Lives

Making the Links Between
Health and Housing



Foreword



Nick Bennett
Group Chief Executive,
Community Housing Cymru

In 2011, the Community Housing Cymru Group commissioned the Kafka Brigade to conduct research into exploring how housing associations and Care & Repair agencies could strengthen their contribution to producing better health outcomes for communities in Wales. The report demonstrates the valuable contribution housing associations and Care & Repair Agencies make in reducing the pressure on primary and secondary health services and cites a number of recommendations for further collaboration.

In today's climate we are acutely aware of the pressures being faced across the NHS and social services and, although we work in different settings, the challenge of providing more with less remains a common theme for both our sectors, especially in light of the recent Comprehensive Spending Review.

Housing has a major role to play in better health outcomes for individuals and in turn can alleviate some of the pressures on health and social services. This is highlighted in 'The Real Cost of Poor Housing', a report by Shelter Cymru and the BRE Trust, who found that poor quality housing leads to ill health and accidents in the home which cost the NHS around £67m a year in treatment alone.

Patients in Wales come into contact with the NHS some 20 million times each year, with 80% of contacts taking place outside of a hospital. On average, people visit their GP seven times a year. These patients are tenants of housing associations and by working in collaboration

we can achieve real outcomes for individuals and for both sectors.

As the NHS grapples with how best to simultaneously cut costs, meet demand and improve services, more local health boards have been developing projects with housing associations and Care & Repair agencies to provide more integrated services focused on the needs of the individual. Results so far have shown some great successes.

This document highlights some of the cross-sector working already underway between housing associations, Care & Repair agencies, social care partners and the NHS to deliver critical services that contribute to prevention and re-enablement. Many housing associations are involved in the provision of care and support services, either in their role as a landlord, where care and support is provided in partnership with other organisations, or as the direct provider of that care or support. Some of these services include areas such as family support, mental health, homelessness, learning disability and services for older people, all of which improve the lives of tenants and support better community health across Wales.

Care & Repair agencies provide high quality, timely and efficient home adaptation services which ensure that older people are able to maintain their independence while living in their own home. The benefits of Care & Repair services have been demonstrated through the provision of the Rapid Response Adaptations Programme where it has been estimated that for every £1 spent, £7.50 is saved in health and social care budgets. This person-centred approach to service provision ensures that the service is led by the needs of the individual.

And there are many more examples throughout Wales. Health & Housing Week is about celebrating this best practice, exploring barriers and embracing change. It is vital that, in moving forward, we work to negate the detrimental impacts of welfare reform, the economic climate and increasing demand on services by continuing to work closely with our colleagues in health.



Foreword



Helen Birtwhistle
Director, Welsh NHS Confederation

The Welsh NHS Confederation is a membership body representing all the organisations making up the NHS in Wales: seven Local Health Boards and three NHS Trusts.

Our health and homes are recognised as two important cornerstones within the majority of people's lives. Indeed, the relationship between health and housing has long been recognised by Government as being influential to a nation's long term welfare.

As Clement Atlee led a post-war Labour Government into power, he gave Aneurin Bevan responsibility for two of the most sensitive Cabinet posts – health and housing. Both were crying out for attention at that time. Britain had several million bomb-damaged houses in urgent need of attention and the public had been anticipating the establishment of a national health system since 1942. It was a time of renewal.

At present we face a time of change as the NHS in Wales undergoes a transformation. An ageing population, increase in chronic conditions, financial pressures and the desire to provide good quality care is putting the service under strain, not just in Wales but throughout the UK. Rising demand and limited resources mean that the reorganisation of services is essential for the NHS to remain sustainable and to

continue to provide safe, effective and compassionate care which meets an individual's needs long into the future.

For many people, health care is synonymous with a hospital - in essence, a series of buildings. However, new thinking has created an alternative blueprint that moves away from this out-dated model and seeks to provide care closer to people's homes. Hospitals will remain, of course, but our dependence on them will lessen. The quality of care will be maintained, even improved, and we will be able to provide better outcomes for patients. These changes provide huge opportunities to initiate cross delivery and extended collaboration between partners. Bringing health and housing together is an obvious step forward, or perhaps even a return to former established values, and is an anticipated part of the NHS reform agenda.

Good quality housing is crucial to healthy living. The communities we live in provide emotional support as well as a sense of identity and wellbeing. For many people, independent living is their goal and research indicates that it can significantly improve health and contribute to a better quality of life. For many people, proper integration between health and housing is the only way to achieve this effectively.

More people being well cared for in their own homes, within their community, is something that NHS Wales wholeheartedly encourages and is a part of service change.

Firstly, by having proper supportive care, it would prevent or reduce hospital admissions or allow earlier discharge. Secondly, having a safe and modified home environment would prevent accidents that lead to long-term hospital admission. Both will make more hospital beds available for those that are most in need. Both health and housing are complex systems that can, by working together, improve the health and wellbeing of a huge number of people in Wales as well as delivering value for money from joint initiatives.

The way forward means sharing knowledge and identifying new opportunities together. This is the perfect time in the evolution of our new healthcare system in Wales to take the initiative and create our own era of renewal.



Introduction

Public services are operating under mounting pressure in the face of substantial funding cuts. Growing waiting lists for social housing, an ageing population, increases in the pressure on health services and demand for social services both now and in the future underline the shared challenges faced by both the health and housing sectors. While these challenges have already prompted people to innovate, think differently and to collaborate, we need to do more to communicate these collaborations, share best practice, replicate and adopt across Wales and learn from each other's experiences.

Change of Policy

A number of key policies, strategies and legislation have recently been published and are currently under development. These will shape the way in which organisations collaborate on health matters in the future. The 'Older People's Commissioner's Framework for Action' and the 'Older People's Strategy (Wales) Phase III' set a strong vision of empowering older people to live well as they live longer. Recognising the potential challenges arising through the existence of an ageing population, these strategies will lay the infrastructure to ensure that a desirable quality of life can continue to be achieved in later life.



The 'Social Services and Wellbeing (Wales) Bill' represents one of the most significant pieces of legislation to pass through the Welsh Assembly. It is a positive step which will see an extensive re-arrangement

of how Social Services work in Wales, yet the role of housing is barely recognised. It will be important in going forward that the duties of cooperation between Health Boards, Social Services and other key partners, such as social housing providers and Care & Repair agencies, are considered and well understood.

The 'Together for Mental Health Strategy' details the 10 year vision for improving the lives of those living with mental health problems and seeks to plan the delivery of integrated care services, improve access to information, increase service user empowerment and tackle damaging attitudes. The success of this strategy and realisation of the high level outcomes will continue to mean close collaboration between health, social care, housing and third sector providers.

Welfare reform represents a major challenge to social housing providers across Wales and the rest of the UK. The impact on individual wellbeing is largely unknown. For those who experience a reduction in their finances, this could impact on their health and wellbeing. It could also lead to increased levels of homelessness, an increase in those presenting with mental health conditions and jeopardise the ability of some to live independently, all of which could have a knock-on impact on care and support services.

The policy perspective can be taken more broadly than this, which is in itself a reflection of the broad, cross-cutting nature of many of the challenges facing public services and government departments. The way in which organisations collaborate to achieve the desirable outcomes for individuals will continue to be important, along with work to negate some of the negative impacts of policy which place pressure on the resources of organisations at a time where their services are sorely needed by higher volumes of people.



Collaboration in Practice

This document provides a snapshot of the positive collaborations already fostered between housing and health organisations across Wales. If you would like further information on the specific projects, please

contact Matt Kennedy, CHC's Policy Officer for Care, Support and Community Health, on matthew-kennedy@chcymru.org.uk or 029 2067 4820.



Betsi Cadwaladr University Health Board

Cartrefi Conwy appoints occupational therapist to speed up adaptations for tenants during improvement works

In 2008, Conwy County Borough Council transferred its housing stock to Cartrefi Conwy. The task of upgrading and improving 3,700 homes to the Welsh Housing Quality Standard (WHQS) provided an opportunity to adapt the properties of tenants in need. These adaptations included extra care bathroom and kitchen facilities to help identified tenants maintain safety and wellbeing in their own homes.

Initially Cartrefi Conwy liaised with local social services teams for occupational therapy assessments. However, the organisation soon discovered that the current waiting list meant it was in the interest of both the tenant and the organisation to employ a dedicated Occupational Therapist to offer a fast track service to its tenants. The Occupational Therapist worked throughout the period of the WHQS programme and offered the fast track assessment to tenants, while working closely with the appointed contactors, and provided a hands-on approach to solving problems for tenants at home. This service also allowed all partners to have a greater understanding of the different needs of individuals.

The fast tracking system eased anxieties quickly and provided immediate reassurance and hope for many tenants whose lives have been changed as a result.

As part of the improvement works it was clear that the speed in which the works were carried out, the ease of access to an assessment, appointment times and the manner and approach of the contractors had a direct impact upon improving the health and wellbeing of tenants.

In total 252 adaptations were completed at a cost of approx £711k including bathroom, kitchen and access adaptations.

Living Well with Extra Care

Clwyd Alyn Housing Association, part of The Pennaf Housing Group, opened its first Extra Care Scheme in Rhyl in December 2009 - the first scheme of its kind in North Wales. Their schemes now cover the four counties of Wrexham, Flintshire, Denbighshire and Conwy and they're currently progressing well with a fifth scheme due to open in Llandudno by the end of the year.

All of their schemes feature self contained one and two bedroom apartments with a wide range of communal facilities including lounges, hobby rooms, hair-dressing salons and a restaurant where tenants can have three course meals from a range of menu options each day.

Steve Robinson, Supported Housing Manager said: 'We have heard from tenants themselves, their families and from staff that for many the move to their new home has helped maintain and in some cases improve independence, that it has increased a sense of security, and had a positive impact on health and wellbeing.'

An independent survey carried out by Conwy County Council in 2012 into the quality of life at Hafan Gwydir, their Extra Care Scheme in Llanrwst, specifically looked at issues including 'control over daily living; wellbeing; social participation, food and nutrition and general health', and concluded that the scheme 'nurtures the residents' independence and embraces a new concept in adult care.



Each of their four schemes has its own unique character and activities include exercise classes, social events, art workshops and music sessions, often welcoming outside groups and also hosting events which are open to the wider community. One of the schemes offers a crèche



facility for people living nearby, which adds to the sense of vibrancy, while another has developed close links with a local high school welcoming work placement trainees who have become great friends with the tenants.

Steve added: 'In some cases, our Extra Care Schemes have allowed tenants to move out of residential care homes where they have been re-enabled to live independently in their own home. In other cases we have delayed people having to move into residential care for substantial periods, with a resultant saving to the public purse.'

They have heard from tenants, their families and partner care agencies of improvements to wellbeing (physical, emotional and mental) as tenants access better nutrition, feel a greater sense of social inclusion and, in some cases, also find an improvement to the worry and concerns of relatives and carers.

Many of their tenants are not just 'service users' but also 'service providers', as their continued independence allows them to remain active within their local communities.

Winter Pressure Grant for Unscheduled Care

The Care & Repair movement recognises the need for co-operation with other agencies and actively seeks partnerships to deliver services to the older people of North Wales.

Together with health and social services, they operate a Rapid Response Adaptation Service (RRAP) that provides minor adaptations to homes of private owners or tenants aged 60 years or over and/or disabled.

This service prevents hospital admissions, facilitates hospital discharge and enables clients to remain living independently in their own homes.

Referrals can be accepted from Health and Social Services with an individual referral value of up to £350. All referrals are actioned/overseen within 15 days of referral by the in-house Care & Repair team or by accredited contractors. The work carried out ranges from hand rails, paths, security and entry systems to other client-specific needs. Demand for this service

often outweighs the amount of Welsh Government grant available, so agencies seek alternate funding especially during the winter months when demand reaches its peak. This extra funding enables the service to continue through to the end of the financial year. Where necessary (i.e. urgent need or hospital discharge), the 15 day agreement can be shortened by an Enhanced Care Level request that results in even complex works being completed within 4 days.

Working in collaboration with all North Wales Care & Repair agencies, Betsi Cadwaladr University Health Board gave a total of £60,000 for unscheduled Care Seasonal Planning Funding. This was spread out across the five North Wales agencies over the 2012/13 winter period to support hospital discharge and prevent admissions. A total of 1,361 referrals across North Wales were completed during the grant period, 65% of which resulted in a non-admission to hospital.

An independent report notes that for every £1 spent through the RRAP scheme the savings to Health and social care equated to £7.50, thus the £60,000 expected grant equated to a saving to statutory partners of £390,000 (£450,000 - £60,000).

The BCUHB's own report recommends that a grant be made available again this year as the savings to health, both in the short and longer term, are not only financially significant but ongoing as these adaptations impact directly on the individual's ability to remain independent and healthy. Clients supported by this additional funding also benefit from the Healthy Homes Check assessment carried out by Care & Repair agencies.

While the total savings are difficult to quantify, the cost of one night's stay on a hospital ward is shown to be £360 on average while the average cost of an adaptation during the grant period was £46.62.

With the average age of the population rising as a whole and health costs also rising, the work carried out under the RRAP scheme provides a multi-layered benefit. By maximising the individual's ability to remain living independently in their own homes, it also has a positive impact on housing stock and the wider social structure within local communities.



Hywel Dda Health Board

Supporting ex-offenders in the community

CT Cantref works with Dyfed Probation Service and other key stakeholders to provide support to ex-offenders in the community. The aim of the 'Auriol' project is to work alongside ex-offenders in order to enable them to move away from their offending behaviour by improving their self-esteem.

Housing related support has a vital role to play in the support of offenders. A lack of stable accommodation is a common problem among offenders, with a third of prisoners not having settled accommodation prior to custody. It is estimated that stable accommodation can reduce the likelihood of re-offending by more than a fifth. Supported housing helps to provide this valuable step into finding and maintaining accommodation, but also takes this a stage further to improve relationships, gain new skills, find employment and tackle substance misuse issues to name a few.



Through a personal centred support planning process, Support Workers within CT Cantref Supported Housing projects seek outcomes for people to enable them to achieve their goals and aspirations. They provide advice, support and guidance and measure their service against core outcomes as set by Welsh Government.

Studies by Carmarthenshire County Council estimate that for every £1 spent on support, other policy areas benefit to the value of £2.30. Supporting people grant income received by CT Cantref equates to £370,000, which therefore equates to a benefit of over £800,000 spread across health and social care, community safety and housing. The full report is available by contacting supportingpeople@carmarthenshire.gov.uk.

In addition to the financial benefits, ex offenders and the wider community benefited from an improved quality of life, improved participation in the community, decreased isolation and improved mental and physical health. The project proactively works in partnership with ex-offenders, ensuring that individuals receive the skills and support to live independently. This in turn lessens the need for later interventions and forgoes the potential need to interact with NHS and Social Services.

Cylch Caron Project

The Cylch Caron Project is an innovative proposal to build an integrated rural resources centre for Tregaron and its wider community. This has been hailed as a potential model for supporting people in rural areas across Wales.

The Cylch Caron scheme involves the creation of an integrated care team across health and social care, complemented by a facility offering a flexible combination of short and long term care and housing. The proposed development will replace the existing Tregaron Community Hospital, Bryntirion residential home and GP surgery with a single new-build facility.

The scheme will help ensure that the local population has access to services which will maximise their level of independence, enabling them to stay in or return to their own home as quickly as possible. Services will also be provided in such a way that they can be adapted to meet the changing needs of the local population, swiftly and within the resources available. The flexible design will ensure that residents can live independently in self-contained apartments in a home environment.

Those requiring short-term care would also be able to use the facilities to avoid them going to hospital.

Parry Davies, the Project Director for the scheme said: 'These modern, purpose-built community facilities will help the council health board to deliver modern standards of care for the residents of Ceredigion. This project is an exciting new approach to addressing the problems experienced by rural communities across Wales



Bro Preseli Community Resource Centre in Crymych

Work on the new Home for Life housing scheme which includes a new Primary Care Health Centre building is underway in Crymych in Pembrokeshire as a result of partnership working between Family Housing Association, Pembrokeshire County Council and Hywel Dda Health Board.

The £9.6m scheme in Crymych, to be called Bro Preseli, comprises Home For Life apartments for older people plus a new Primary Care Resource Centre and day care provision. The scheme has been developed in response to the lack of existing housing for older people in the area and will be built using a mixture of social housing grant and private funding.

The scheme will provide 40 rented apartments for people who have reached the age of 55 and will promote and improve the health and wellbeing of older people by means of integrated and responsive support services. Tenants will be able to live in their own homes safely and securely with the added bonus of social and health care services on hand. Full use is to be made of assistive technology in terms of security, communication and keyless door entry.

A commitment to using sustainable construction methods will result in low impact materials and the apartments will be sited to maximise solar gain. All the apartments will be designed to lifetime home standards so that adaptations and upgrades can be easily made in future. As well as a home, the scheme will provide opportunities for social interaction and leisure activities as well as bringing other services into the communal areas.

A new Primary Care Resource Centre, including the relocated GP Practice and the associated health services provided in the existing Healthcare Centre, will be based in new purpose-built premises adjoining the extra care housing.

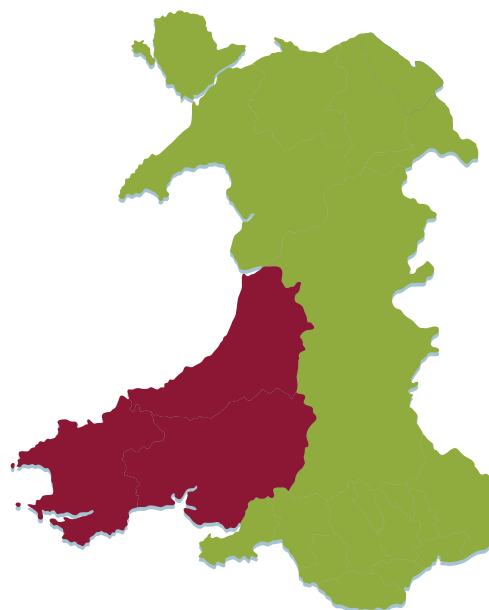
Feeling Fine Healthier Homes

Carmarthenshire's Feeling Fine Healthier Homes is a collaborative project between Hywel Dda Health Board, Public Health Wales, Carmarthenshire County Council and Cardiff and Swansea Universities.

To help understand the important link between good housing and health, the partners have been working with Cardiff and Swansea Universities to set up a health impact study, believed to be the first of its kind in Wales.

It aims to identify and measure the health improvements experienced by tenants in council houses following home upgrades made through the Carmarthenshire Homes Standard scheme which began in 2005.

Dad of two, Nigel Davies of Maestir, Felinfoel, suffers with spinal problems and mild asthma. His daughter also suffers with asthma. The family recently had the bathroom and kitchen upgraded, and new central heating installed. Nigel said: 'We've been here for 11 years and this is the first time we've had the bathroom upgraded. The new shower has benefited us all – it's much easier for me to use. The thing that's made the most difference is the central heating. We had new radiators and it's much more convenient because it's instant - you can get up in the morning and switch it on and you don't have to wait. It's much better, and it's made life much easier.'



Cwm Taf Health Board

Specialist Dementia service provided by Care & Repair RCT and Cynon Taf Community Housing Group

The aim of the specialist Dementia service is to provide an intensive one-to-one service in partnership with key organisations that proactively addresses the housing needs of people with Dementia.

This service helps to avoid crisis situations that can arise when the home of a person with Dementia is unfit or unsuitable for their needs, which can often hasten a move into hospital or residential care. This one-to-one service means that the specialist has detailed knowledge of the client's home, reducing the response time taken when urgent repairs are needed. They also have detailed knowledge about the support network of the person with Dementia, making it easier to respond to potential crisis situations.



The services of Care & Repair Rhondda Cynon Taf (part of the Cynon Taf Community Housing Group) are particularly designed to address unsuitable, hazardous and inefficient properties. The work of the agency is recognised and acknowledged for its contribution to the strategic aims of the Rhondda Cynon Taf Community Services Department, Private Sector Housing Unit and the Cwm Taf Local Health Board.

The intensive one-to-one service has provided a more responsive and more focused service to clients suffering from Dementia or Alzheimer's – a leaner and direct support mechanism.

The service has also improved partnership working with the Alzheimer's Society and the Older Persons Mental Health Teams.

Mr Hughes, 97, was referred to Care & Repair RCT by an Occupational Therapist from the Royal Glamorgan Hospital, with a request that external rails be installed at his home to help with his mobility. The referral identified that Mr Hughes was suffering from Vascular Dementia so the Agency Dementia Specialist made contact to see if there was any other work needed.

They identified that his home needed major works, including adaptations to allow Mr. Hughes easier access to bathing facilities. The existing bathroom, kitchen and utility needed modernising and the central heating and wiring systems needed to be completely replaced. It became clear that it would not be possible to remain in the property whilst such extensive works were undertaken. After advice given by the agency, Mr Hughes secured a short term tenancy agreement in a nearby property.

During the initial construction phase it was discovered that the existing building was in a much poorer condition than expected, with no foundations to the external walls or damp proofing membrane to the floors. Discussions between the Local Authority Building Control Officer and the agency agreed that the best solution was to demolish and rebuild the extension. The Agency helped co-ordinate over £46,000 of capital work through efficient working relationships with contractors, Local Authority Departments and other professional bodies to ensure that the renovations were carried out in the shortest timescale possible.

Mr. Hughes is thrilled with the outcome of the works: 'The services received from Care & Repair not only hugely exceeded my expectations, but the work has greatly improved my quality of life and level of independence.'



Youth Inclusion and Development Project

The Merthyr Tydfil Housing Association youth inclusion and development project targets young people in and around the Merthyr Tydfil area, in particular those young people living within Merthyr Tydfil Housing Association properties. The project aims to support young people in accessing information and enhancing the quality of their leisure time through positive activities and programmes.



The project provides projects and activities which help to defer young people away from anti-social behaviour. The project provides affordable activities for children and young people at key times throughout the year, such as school holidays, and thus helps reduce the cost of child care and also provides people on a low income with the opportunity to partake in activities that they may not otherwise have had the chance to do.

The project looks to promote physical exercise and engages children and young people. It educates young people on the importance of their long and short term health.

The project also looks at healthy eating and provides workshops to encourage and educate children, young people and their families about affordable healthy cooking.

The project develops key skills in communication, team work and leadership which better prepare participants for further education, employment and/or training.



Cardiff & Vale University Health Board

Promoting wellbeing, dignity and choice for people with sight loss and Dementia in Extra Care Housing

Linc Care, the health and social care division of Linc Cymru Housing Association, provides housing, care and support services for primarily older and vulnerable people. It values the commitment and support of partner agencies in promoting choice and independence, culminating in its extra care schemes receiving the RNIB's prestigious 'Platinum Visibility Better Award' in 2012.

From feedback received from tenants and key partners and with ongoing assistance from the RNIB and Alzheimer's Society, Linc has improved the design of its schemes such as defining colour contrast, signage, minimising reflective surfaces and confusing shadows. It has also changed other features in its schemes based on tenants' feedback. This is important as it has helped Linc to design and shape future services based on need rather than demand.

They have placed more importance on gardens with sensory stimulating plants and 'way finding' pathways. Telecare overlay has been included in the building fabric to allow specialist equipment to be installed easily to assist people to live independently. In addition to this they have designed special accommodation for tenants with Dementia. This includes enclosed sensory gardens

and subtle measures to ensure safety. They have developed respite services for people in the community in an extra care setting and established day services in some of their schemes. Linc staff have also completed 'Champions in Dementia' training and 'RNIB Visibly Better' training with the RNIB and Alzheimer's Society.

Mrs Rees has a deteriorating eyesight condition. Moving to Llys Enfys in 2010 has had a life-changing effect. She commented: 'I felt extremely isolated and unsafe before moving to Llys Enfys. The staff within the scheme and the design of the scheme itself has helped and supported me and I have regained my independence and confidence. The colour schemes on the different floor levels help me to identify the location of my flat. It is very helpful to me and I can easily identify communal furniture as the colours are bold and contrasting. I enjoy attending social activities and keeping up to date with forthcoming events.'

The use of braille on the lift signs also makes life a lot easier for Mrs Rees, as she is able to identify her location easily within the building.



Community Wellbeing Coaches make a difference in Barry

The Community Wellbeing Coaches pilot was implemented in Barry Regeneration Area during 2011/12, using Barry Regeneration Area funding, to help reduce health inequalities by helping people living in disadvantaged areas to make healthier choices.

The prime role of the Community Wellbeing Coach (CWC) is to facilitate individual behaviour change. Coaches currently work with people from a range of communities on a range of health topics. They act as a link between professionals and communities, translating health messages into actions that take account of individual circumstances.



During 2011/12, two CWCs were recruited from local communities and successfully completed City and Guilds NHS Health Trainer training. Both coaches are now actively engaged with local individuals, communities and service providers within the Barry Regeneration Area to encourage healthy behaviour.

The project fits within current frameworks for community regeneration, in particular the new strengthened health focus of the Communities First Programme. The project also clearly links to a number of key strategies within the Vale of Glamorgan Community Strategy.

The CWCs take people through a staged six week process which includes exploring areas for change in lifestyle that will have a positive impact on a person's health, the progress of which is monitored over time. CWCs work with other agencies which may also be able to contribute meaningfully to the progress an individual is able to make in achieving these goals.

They support people in making healthier lifestyle choices. The coach will attend sessions with clients, support form filling, and organise catch up sessions to ensure that appointments are met. The coach will also identify the barriers to behaviour change and put a strategy in place to overcome these barriers.

This project has continued into 2012/13 and expanded to employ a third coach with funding from Communities First, Cardiff & Vale University Health Board and Newydd Housing Association. The project is delivered in partnership with Public Health Wales, Vale of Glamorgan Council and a range of partner organisations.

Over 1,000 people have been signposted to the Community Wellbeing Coaches with 684 people engaging in full support. 87% of clients showed positive behaviour changes twelve weeks after leaving the project.

Aneurin Bevan Health Board

'In one Place' leads the way in Gwent

'In One Place' is a ground breaking collaboration between the Aneurin Bevan Health Board (ABHB), Blaenau Gwent CBC, Caerphilly CBC, Monmouthshire CC, Newport CC, Torfaen CBC and the housing associations which operate in the Health Board region. A new collaborative model will be created in the summer of 2013 which will align planning processes between the sectors, enhance quality and supervision of care and support, increase the supply of high quality accommodation, reduce 'out of area' placements and, at the same time, generate efficiencies in service delivery costs.

The project will develop a Special Purpose Vehicle (SPV) which will operate to advise on the planning and development of accommodation for people who have identified complex health and social care needs. Its aim will be to find the most suitable and appropriate accommodation provision for those in need in the most efficient manner.

By definition, the SPV will involve bringing together all organisations involved in the planning, commissioning, and provision of accommodation on a not-for-profit basis in the Health Board's geographical area.

'In One Place' will improve the quality of care for individuals, increase access to local accommodation, and make cost savings of between £1.8m and £5.5m, with the potential to scale up the model across the whole of Wales.

Collaborative service delivery - Bargoed Health Centre

United Welsh, Welsh Government, Caerphilly County Borough Council and Gwent Healthcare NHS Trust have worked in partnership to deliver an outstanding health centre in the centre of Bargoed.

The development was completed in winter 2008 following the building of 28 new affordable homes in the town. The health centre was built as part of Bargoed's Big Idea regeneration programme which has seen a complete transformation of the town centre.

The £1.6m project received funding from the 'Heads of the Valleys' initiative (£1.1m) and it is a 'striking' development providing an excellent location for medical services to be delivered for the people of Bargoed.

The health centre delivers a diverse range of weekly clinics and, because of the investment of United Welsh in purchasing the building, the Aneurin Bevan Health Board (who lease the building) can deliver more services to the local community.



Healthy at Home in Monmouthshire

Healthy at Home began as a pilot project run by Care & Repair Monmouthshire. It aims to ensure that more people are helped to live at home independently for longer with access to high quality services. The model has now been taken up by numerous other agencies in Wales. In its first year the aim of the project was to visit all residents over the age of 75 in the Caldicot area in order to assess a range of matters which impact upon the health and wellbeing of older people and facilitate access to one or more existing services, thereby providing an opportunity for early intervention. The Healthy at Home project tied in with Monmouthshire's WANLESS action plan, the National Service Framework for Older People, Health Gain Targets for Wales and NICE. Care & Repair Monmouthshire worked closely with a local GP surgery with over 1,300 patients aged 75 and over on its books. The project offered a home visit to all residents in the target group and visited those people who wanted help to undertake a falls risk assessment and give advice, making referrals to existing services where appropriate.



A member of staff works closely with the client and is able to give advice and help on home security, home comfort including energy efficiency and heating, home safety (from falls prevention to checking adequacy of lighting), smoke alarms and fire hazards, financial advice and advice on daily activities from bathing to getting around the house.

They also provide a falls assessment, a tool using known risk factors to identify those who are at risk and would benefit from further help.

A range of other organisations are then utilised to help the clients to take action, including the Bobby Van scheme, fire service, Home Energy Efficiency Scheme (HEES) Safety at Home grants and Care & Repair's core services.

In the first year alone, 807 people in Caldicot accepted help from the project (73% of all of those offered help). Some of the town's most vulnerable people were helped with a number of things from referrals to a reablement service at a local hospital to getting free slippers. The number of people who were helped is illustrated below.

The cost of the pilot was £40,000, giving an average cost per client of £49.56. A Needs Assessment for the people of Monmouthshire showed that a broken hip costs the health service £20,000. Any measures taken to prevent falls causing broken bones has a huge economic benefit to the health service as well as to the person concerned.

Clients have commented that 'help of this nature is extremely welcome. It's proactive, practical, informative and very reassuring.'

The Lighthouse Project

The Lighthouse Project, managed by Taff Housing Association, works in partnership and has received funding from Newport City Council's Supporting People Team to provide floating support for patients.

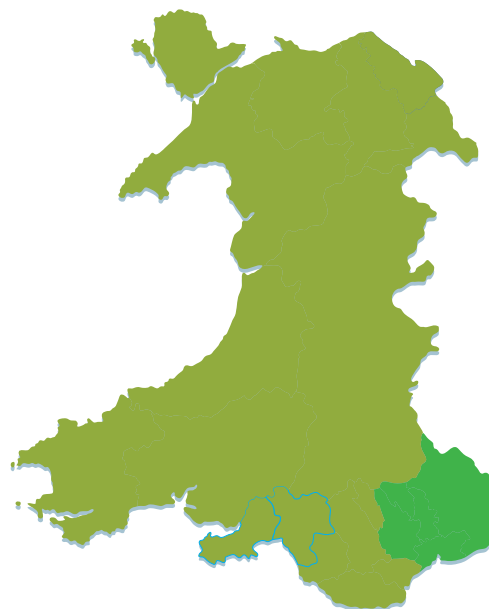


It was identified through the delayed transfer of care process that there were people with housing related needs whose discharge from hospital was delayed as they were without focused and knowledgeable support. The request for a Tenant Support Worker (TSW) to be placed in the hospital came from the Hospital Social Work Team in Newport who had experience of referring patients for support to the 'The Lighthouse Project,' and they appreciated the value of housing related support. The TSW started working with the hospital team for two days a week originally, but this quickly moved to full time and has helped people with housing related problems to be safely and quickly discharged. The TSW also offers patients a more comprehensive support package, working in partnership with the hospital social workers and health professionals.

Informal evaluation through their partnership with the Hospital Social Work Team, The Supporting People Team and The Lighthouse Project has shown that there is an actual cost saving. Support also starts earlier as the TSW can respond at the earliest and most appropriate opportunity.

Helen Lloyd, the Service Manager of Community Care and Adult Services explains: 'The Lighthouse hospital discharge project is an excellent example of local authority, health and the third sector working together to produce a better service for the individual. Instead of a delayed transfer of care and having to unnecessarily stay in hospital, patients are able to return home or to more appropriate accommodation much more quickly and receive appropriate ongoing support where necessary, thus preventing further unnecessary hospital admission.'

The project also means a more effective and innovative use of Supporting People funding based on designing projects around the individual's needs. The project also helps to reduce homelessness and reduces the chance of readmission to hospital due to safety checks, tenancy related support and signposting to other agencies.



Powys Teaching Health Board

Funding through the Continuing Healthcare Projects Award Scheme

Care & Repair Powys have been approached by the Powys Association of Voluntary Agencies (PAVO) regarding funding available through the Continuing Healthcare Projects Award Scheme. A sum of £15,000 is available in order to assist the Agency to increase the capacity of the Handy Person Service.

The proposal is that two trainee/apprentice Handy People are appointed, each on a two year contract, to work with the existing Handy People. They would be mentored and receive on the job training/supervision from the Handy People. They would also attend Coleg Powys one day per week to study either Carpentry and Joinery or Wood Occupations. Coleg Powys offer level 2 and level 3 qualifications. Discussions are due to take place between the Agency and the College on how they can work in partnership to take this further.

It is envisaged that trainees will increase the capacity of the Handy Person service by around 20%- 25% as a number of jobs can be completed quicker with two people working on them. Both Handy People will be considering retirement over the next few years. Initiating a trainee scheme now will enable valuable skills, particularly customer care skills, to be passed on to new staff. This will also assist with succession planning.

The award from the Continuing Healthcare Projects Scheme would fund two trainees for one year. However, in order for the on the job training to be thorough and for trainees to complete a recognised qualification, the minimum contract would need to be 2 years. Therefore, the Care & Repair Powys Board have agreed to allocate £15,000 of reserves to fund the second year of the trainee/apprenticeship.

Abertawe Bro Morgannwg University Health Board

First Choice Housing Association work in partnership with Abertawe Bro Morgannwg UHB

First Choice Housing Association provides homes throughout Wales and Shropshire for adults with a learning disability. Working in partnership with 18 local authorities, the Association provides quality, bespoke accommodation solutions to encourage independent living, suitable for the individual needs of these adults.

First Choice has embarked on a partnership arrangement with the Abertawe Bro Morgannwg University Health Board (ABMU) to deliver its Closer to Home (C2H) Strategy. The strategy aims to provide more homes for people with a learning disability and challenging behaviour to move back to their local areas within Swansea, Neath and Bridgend. First Choice were approached to provide the landlord function of this partnership and source and develop bespoke accommodation. The first property from this initiative was completed in partnership with the City and County of Swansea Council and is now home to three individuals, previously housed in inappropriate accommodation away from their local area. An additional two properties have also been developed within the Swansea and Neath Port Talbot areas.

ABMU Health Board specialises in understanding the most suitable environment to support the lives of individuals who may present challenging behaviours to improve the quality of their lives. It is no surprise that these vulnerable adults want to live in their own communities, closer to their families and in a home of their own.

Supported living promotes individual rights and inclusion as individuals have their own tenancies in homes which are adapted to meet their needs. The new properties have helped to maximise the tenants' incomes as they are able to access housing benefit to pay their rent. The tenants would not have been eligible for housing benefit in their previous accommodation.



A local authority commissioner who visited the first property in Swansea commented that it had been 'developed very imaginatively to manage the average person with challenging behaviour. All the safety features have been built in to an ordinary living specification.'

All properties have been delivered using First Choice's private finance, which is essential to the success of the partnership. Bringing the identified individuals home to their local communities has resulted in significant revenue savings for the local authority and ABMU. They are no longer funding inappropriate accommodation in out of county placements, and can reinvest savings in the local area.

Additional properties will be delivered by First Choice during 2013-14 in partnership with Swansea and Neath Port Talbot local authorities.

Fairwood Hospital - a home for people with learning disabilities

A project between Abertawe Bro Morgannwg University Health Board and Grŵp Gwalia will develop Swansea's former Fairwood Hospital as a home for people with learning disabilities who currently live away from their communities.

The development will create two bungalows on the existing site and provide accommodation for eight people. The proposals will create suitable accommodation for people with high support needs to live in a less institutionalised environment, closer to friends and family.

Falls Coordinator for Care & Repair Bridgend

From July 2010 to October 2012, Bridgend Care & Repair employed a Falls Coordinator.

The post was funded jointly by ABMU Health Board and Bridgend County Borough Council to work collaboratively with all agencies to develop an integrated falls care pathway for people residing within the County Borough of Bridgend. Initial funding was for 6 months but this was extended incrementally until October 2012.

Significant developments so far have been the development of a falls pathway between the Welsh Ambulance Service Trust (WAST) and the Community Resource Team (CRT) in Bridgend. If a person has fallen at home and does not need to be taken to hospital as the result of a fall, they are offered referral to the CRT for a falls assessment. Strong links have been forged with GP practices and Primary Care through involvement with a winter falls prevention campaign.

In addition, a Falls Resource Pack (Stepping Stones to Falls Prevention) has been developed which will be widely distributed to health and social care professionals across the County Borough as well as to older people via a range of community and hospital based services. The falls assessment has been fully integrated into the CRT's core documentation and referral pathway. This in turn will impact on the reduction of falls and cost savings to both health and social services. A hip fracture is the most common serious injury related to falls in older people. The average overall cost of treating a hip fracture in the UK is £28,665.

There are also potential cost savings to the Welsh Ambulance Trust (WAST) for the Bridgend area due to reduced likelihood of repeated falls as result of integrated falls assessment pathway.

Falls screening is now also part of Care & Repair's initial assessment which incorporates the falls risk assessment tool (FRAT). This will ensure that clients are signposted to appropriate health and/or social care professionals if a falls assessment is required. This will undoubtedly contribute to the falls prevention agenda as well as strengthening effective partnership working.

Conclusion

Housing associations and Care & Repair agencies make an enormous contribution to the health and wellbeing of individuals living in Wales. This report is just a sample of the work being undertaken which highlights the fantastic results that can be achieved through innovation, partnership working and cross-sector collaboration - both for individuals and budget lines.

Seamless services which meet the expectations and needs of individuals and focus on outcomes avoid people falling between the cracks of systems and processes. The scandal of older people trapped in hospitals because they cannot get a social care bed is something that can be removed through greater partnerships between health, housing and social care.

It is also clear that the impacts of health and housing working together extend far beyond their respective services to include outcomes such as improved quality of life, greater community engagement and decreased isolation.

In the current climate of cuts, austerity and higher demands on services, the only way we can hope to meet the future challenges of service delivery, and to help Welsh Government deliver its obligations, is through more innovation and better collaboration. This report demonstrates how two sectors have used collaboration to drive innovation to transform lives and deliver cost efficiencies.



**Hafan Gwydir Extra Care Scheme,
Peñaf Housing Group**



**Supported housing scheme in Henllan,
Wales & West Housing**



**Bron Afon has fitted solar PV panels to 771
homes and 5 retirement homes in Torfaen,
helping tenants to stay warm**