What the health sector wants from handyperson services

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What will be covered

- NHS England housing work to date

- Future housing projects

- How handyperson services can engage with health organisations
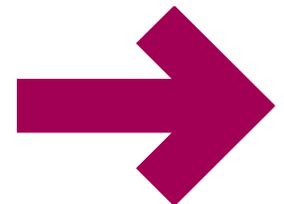
Independent Care Sector Programme

- Launched following discussions Winter 2014/15
- Steering Group – wide range of stakeholders – independent care providers and representative bodies, Care England, ADASS, LGA, DH.
- 3 work streams
- Formal links with DH Care Markets Programme and Cross-Governmental Discharge Programme Board

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              │      Independent        │
              │     Care Sector         │
              │    Steering Group       │
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Better use of care homes	Better use of care at home	Better Coordinated Commissioning
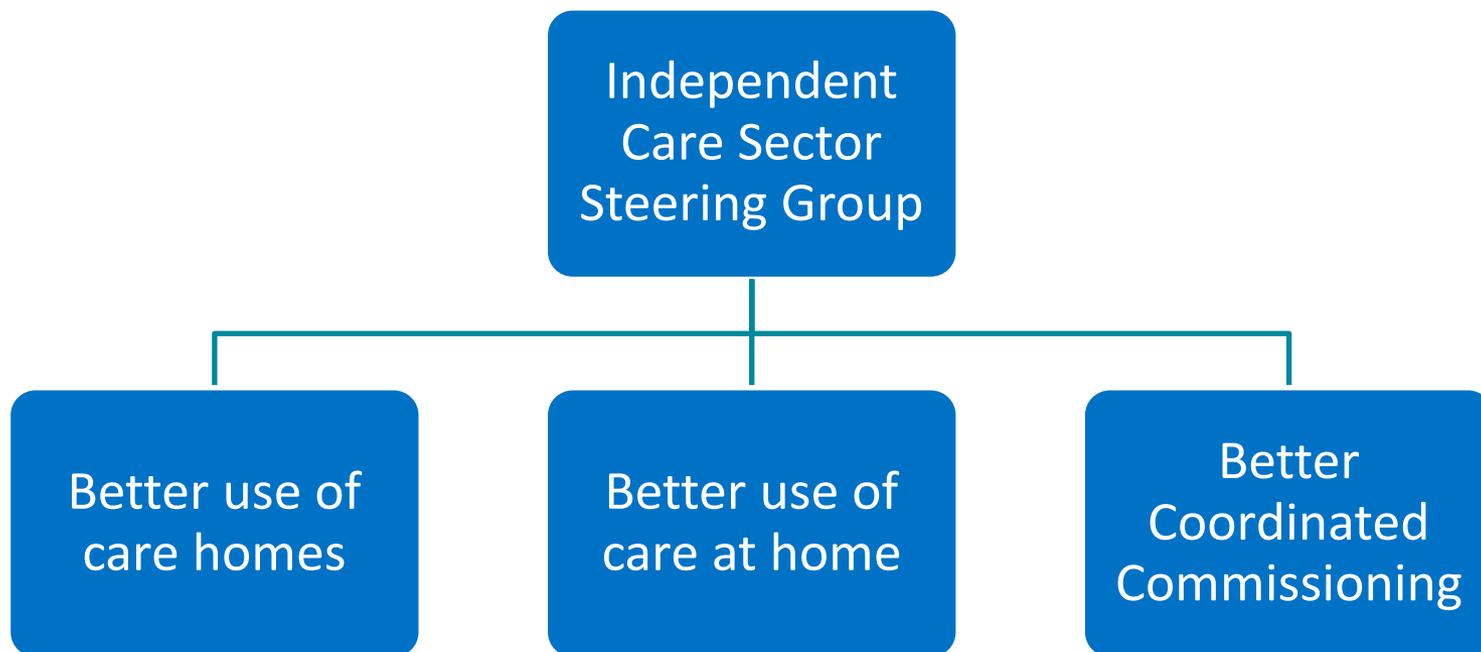
CCG engagement programme – health and housing

NHS England and partners developed a CCG Engagement Programme to:

- engage with CCGs to improve knowledge and understanding about how housing can impact and support health organisations achieve their outcomes;

- engage with CCGs to increase and support joint commissioning of housing services; and

- encourage the building of effective working relationships locally between health and housing.

CCG engagement programme – health and housing

A series of webinars were held, with speakers from a range of organisations:

Webinar	Host	Dates
Learning Disability	Learning Disability England	03/03/17
Homelessness	National Housing Federation and St Mungo's homelessness charity and housing association	15/11/16, 19/01/17 07/03/17
Mental Health	Housing Associations' Charitable Trust (HACT) and SW London and St George's Mental Health Trust	24/01/17, 17/02/17
Long Term Conditions	COT and Foundations	27/01/17, 30/03/17
Older people	COT, Care and Repair England, and Housing LIN	12/12/16
Estate Strategies	National Housing Federation and Housing LIN	06/12/16, 25/01/17 22/03/17
Health Inequalities	NHS England	24/02/17

The Quick Guides

- A suite of published Quick Guides can be found at www.nhs.uk/quickguides.
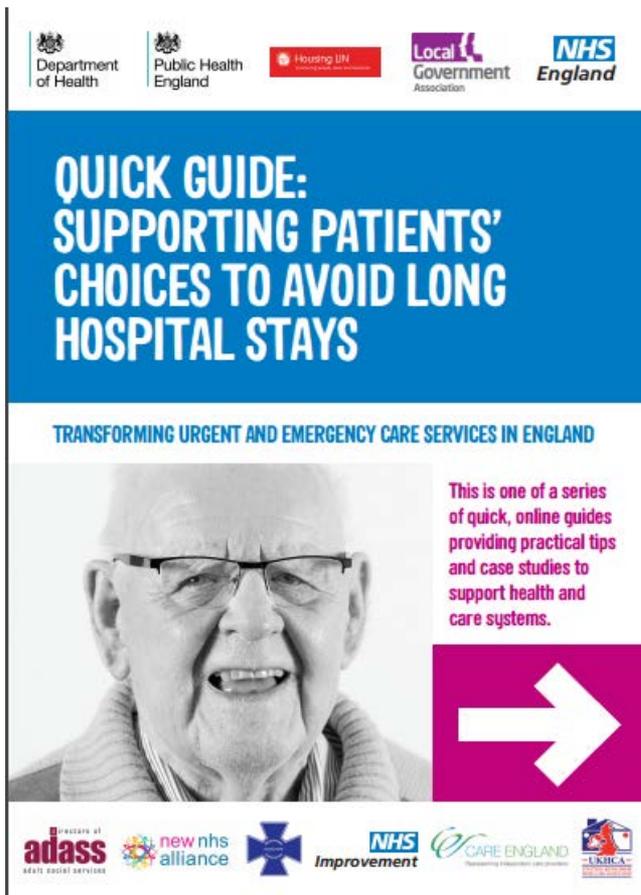
1. Quick Guide: Improving hospital discharge to the care sector (October 2015)
2. Quick Guide: Better use of care at home (October 2015)
3. Quick Guide: Clinical input into care homes (October 2015)
4. Quick Guide: Sharing patient information (October 2015)
5. Quick Guide: Technology in care homes (October 2015)
6. Quick Guide: Identifying local care home placements (October 2015)
7. Quick Guide: Supporting patients' choices to avoid long hospital stays (March 2016)
8. Managing care home closures (July 2016)
9. Quick Guide: Discharging to Assess (September 2016)
10. Quick Guide: Health and Housing (October 2016)

10. Health and Housing

This quick guide provides practical resources and information for Clinical Commissioning Groups (CCGs) from a range of national and local organisations on how housing and health can work together to prevent and reduce hospital admissions, length of stay, delayed discharge, readmission rates and ultimately improve outcomes
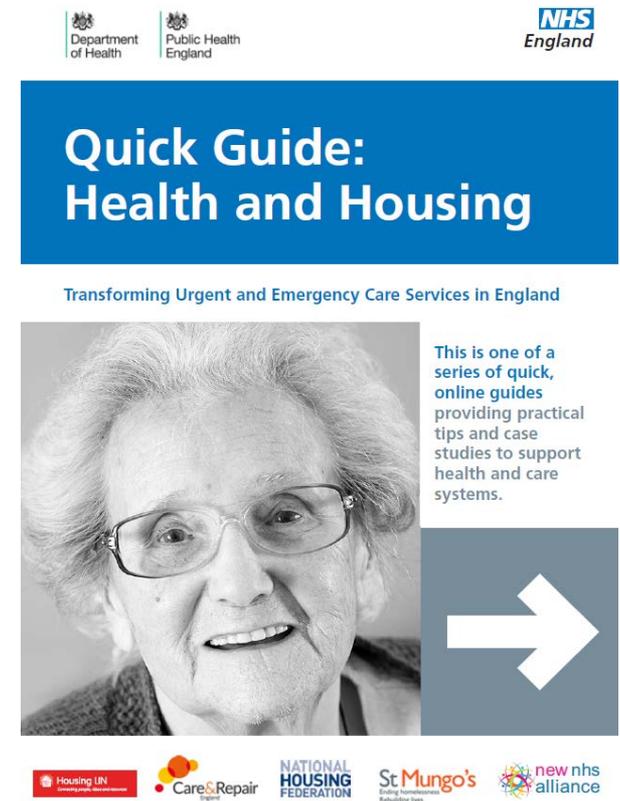
10. Health and Housing

The guide highlights 3 key ways in which housing can assist health and social care organisations:

1. Help prevent people from being admitted to hospital;

2. Help people be discharged from hospital; and

3. Support people to remain independent in the community.

The document also summarises how housing organisations can:

• Provide health and wellbeing services

• Improve people's home environments

• Improve safety, sustainability and suitability of people's homes

• Provide step up/ step down services

• Offer advice on housing options

Future housing projects

- Acute trust housing engagement programme

- Integrated Discharge Team Quick Guide publication

- Housing MOU development – reducing delayed transfers of care

- Homelessness and health project – developing alternatives to acute health pathways
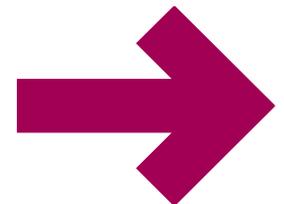
The importance of Collaboration

- *The most striking differences between improving and deteriorating sites were not the presence or absence of specific services, but overwhelming differences in leadership, culture and strategic development at the whole system level characterised by strong stable leadership, a shared vision and strategy, and common values across the system.*

Andrew Wilson et al (2014) Establishing and implementing best practice to reduce unplanned admissions in those aged 85+ through system change.
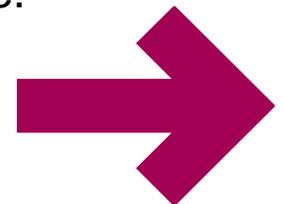
How housing associations can be involved in these partnerships

- The planning landscape:
  - Operational Plans
  - STPs – local health system Sustainability and Transformation Partnerships / Accountable Care Systems
  - Better Care Fund Plans
  - Urgent and Emergency Care Networks
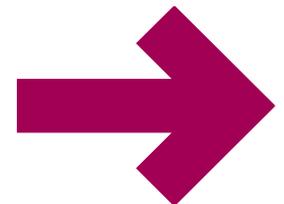
What's important to providers?

- Performance metrics
- Finance
- Meeting contractual obligations of service
- CQC
- STPs
- Operational Plans
- New Care Models / Vanguards
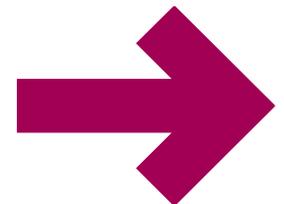
What's important to health commissioners?

- Performance metrics
- Finance
- STPs
- Operational Plans
- CCG Improvement and Assurance Framework
- Devolution
- New Care Models / Vanguards
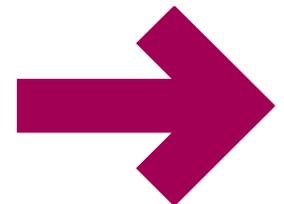
What's needed from handyperson services?

- Flexibility to local requirements

- Understand local needs and challenges

- Engaged in system strategic planning (or willingness to be)

- Evidence of delivery at scale and pace

- Ability to evidence a return on investment

- Open to different ways of working

- Proactive – propose solutions to risks or challenges