

Jumping through HOOPS

Housing Options for Older People

Home Not Hospital Event

22 March 2017

Housing Options for Older People

- What does HOOP do?
- What are our challenges?
- How we have overcome them
- What has been successful
- Case Examples



HOOP – Background and Ethos

- Evolved from Glasgow Housing Options approach: homelessness and tenancy sustainment
- Ethos: coalition of the willing; customer focus; consistent tailored personal advice; housing and underlying needs; shared paperwork & consent to share; partnership & named contacts; support services; maximise options
- Transferrable model: Older People



HOOP - Drivers

- Support Older People live as independently as possible in their own homes for as long as possible
- Help reduce the number of Older People being admitted to Acute Hospital as an emergency
- Help reduce the number of Older People delayed in hospital when they are fit for discharge
- Help reduce the number of Older People moving into residential or nursing home care
- Assist Older People move on from Intermediate Care
- Upskill Health and Social Work colleagues on housing pathways and vice versa
- Promote joint work, partnership and collaboration



Our Challenges

- Mutual understanding of each other's roles and responsibilities
- Glasgow's complex housing landscape: 60+ RSL's
- Lack of appropriate housing
- Different allocation policies / procedures / practices
- Timescales – e.g. 72 hour discharge
- Eligibility criteria for services
- Challenging financial environment



Who We Work With

- Older People
- Their families and carers
- Housing Association: specialist and community based
- Health and Social Work colleagues: hospital and community based
- Third sector
- Private landlords
- Hunger for housing expertise: info and advice across care groups



Overcoming Challenges

- Small team - sector leads NE, NW and South
- HOOP staff on site participation at Social Work surgeries; Intermediate Care Units; Hospital surgeries;
- HOOP staff on site participation at Multi Disciplinary Meetings
- Conduct HO interviews with older people / families / carers in hospital and in intermediate care units
- Explore options: own home / alternative accommodation
- Very hands on: practical and on site support



HOOP Approach

- Influencing allocation policies to prioritise HOOP cases – very positive response from housing providers: pilots on-going
- Exploring all options: supported living; sheltered; ground floor accommodation; amenity housing; mortgage to rent; mutual exchange; wheelchair adapted; PRS options - underpinned by financial assessment
- New build programme: piloting housing/health Social Work planning group: joint site visit



Initial Trends

January - December 2016

City Wide

- Focus on recording outcomes, not only activity
- Helping Older people home from Hospital: 74%
- Helping Older People home from Intermediate Care: 59%
- Helping prevent hospital admission: 79%
- Hunger for housing knowledge: Advice and Information 15% of total cases
- Feedback from colleagues: 'missing link'



Discussion & Case examples

- Questions
- Discussion
- Mrs B
- Mr S
- Mr and Ms G
- Mr and Mrs T