

Improving Advice and Information

Achievements

A Housing Options approach built into the Pathways Map for use by all health, social care and housing practitioners

Use of the Housing Solutions Assessment tool ensures that housing needs are clearly identified along with adaptations requirements at an early stage.

The intention is that non-housing practitioners are better informed about potential housing options where an adaptation does not provide a long-term solution; and better use is made of the existing housing available.

Older people have had a direct voice in the design and content of information leaflets

A series of leaflets have been developed, designed to guide older people through the available choices when beginning to decide whether their current house is still suitable, or when or if they should move.

Falkirk has embarked upon a **redesign of services** to create a more accessible and integrated approach, supported by the development of a new assessment 'toolkit' that widens agency roles, defines different adaptations categories, and considers all housing options with **better information and advice**

How they did it

Including housing options in the Housing Solutions Assessment Tool

Use of the Housing Solutions Assessment Tool will aim to make sure that ongoing housing and adaptation needs are identified at an early stage. A direct link to housing options advice on the assessment and recommendation framework aims to ensure that housing suitability and rehousing are discussed as a first stage in the process and enables non-housing practitioners to be much better informed about potential alternative housing options where an adaptation is not technically feasible; or does not provide a long-term solution to the person's needs. Building housing options into the Pathways Map makes sure that all relevant services and staff are aware of the issues that can impact on a person's housing environment and needs, when a condition is diagnosed for changes.

Where adaptations to the existing home are found not to be the best solution, a report will be sent to the relevant housing agency as part of an onward referral, making sure that any additional adaptation needs and all key information is clearly identified and shared. Onward referrals to housing can also help to avoid inappropriate allocations, and make sure that previously adapted properties are best matched to individual applicant's needs.

The integration of housing options and adaptations has been identified as important in the process. But it is also recognised that in practice the links between professional groups and housing officers will need to be supported to increase the range of skills and knowledge required. Most older people live in the private sector with little or no existing contact with social housing providers. Strengthening the links between the housing sector and the Health and Social Care Integration work is considered essential for the further development of appropriate skills, knowledge and awareness between all partners.

Development of peer-led advice and information

A particular aim of the Falkirk demonstration site has been to make sure that residents in all tenures are aware of the options available to them; able to make more informed choices, and promoting a greater sense of enablement and independence.

It was therefore natural for the [Moving Assistance](#) project to link with the *Adapting for Change* work-stream. The idea originally came from public consultation responses to the review of the housing contribution statement for the Local Delivery Plan of the Falkirk Health and Social Care Partnership.

Respondents said that they might like to move to another house, but would not know where to go for information, advice or practical support. With funding from the Change Fund and the Integrated Care Fund, a local social enterprise [Outside the Box](#) were commissioned to work with the [Make It Happen](#) forum for people over 50 in the Falkirk area.



FALKIRK

A series of leaflets have been developed that are designed to guide older people through the available choices when beginning to decide whether their current house is still suitable, or when or if they should move. Free of charge leaflets are available from relevant advice partners or for download from the Moving Assistance Project website.

- Should you move or stay?
- Choosing the right house
- Reducing what you have
- Making the move
- Supporting your relative or friend
- A directory of useful services and sources of advice

in March 2017, Falkirk Council also used the information produced as part of organised an event in the Sensory Centre to provide older people with information on how to make sure their house is suitable for them now and in the future.

The project is now working on the production of a further information leaflet for people in hospital, to provide them with help and tips about what to consider before coming home.



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Key contacts

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Useful Documents and Links

- Housing Solutions Pathway
- Adaptation Recommended Definitions
- Falkirk Housing Solutions Proforma (for recording Assessments, Specifications, Recommendations and Outcomes)
- Outside the Box advice leaflets <http://otbds.org/projects/moving-assistance-project/>

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