

## **Compendium of Practice: Practice Examples of Housing Contribution to Health and Wellbeing Outcomes (February 2016)**

### **Introduction**

1. This “Compendium of Practice” is focused on current activities within the housing sector that contribute to the health and well-being of citizens as well as the emerging health and social care integration agenda. It highlights aspects of practice (Table 1 below) across housing including local authorities, housing associations and the third sector. The information presented in this paper has not been formally assessed or evaluated in terms of best practice. However it provides examples of practice that housing, health and social care professionals will find useful in developing the local housing contribution.
2. The integration of adult health and social care services through the Public Bodies (Joint Working) (Scotland) Act 2014 provides an opportunity for Council housing services and RSLs to work with Integration Joint Boards to help deliver better outcomes for individuals. Housing services contribute significantly to helping people remain independent throughout their lives. Early intervention and preventative advice and support can help to reduce the need for high cost health and social care interventions. The nine national health & well-being outcomes reflect this:
  - a. People are able to look after and improve their own health and wellbeing and live in good health for longer;
  - b. People, including those with disabilities or long term conditions or who are frail are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community;
  - c. People who use health and social care services have positive experiences of those services, and have their dignity respected;
  - d. Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services;
  - e. Health and social care services contribute to reducing health inequalities;
  - f. People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and wellbeing;
  - g. People using health and social care services are safe from harm;
  - h. People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide;
  - i. Resources are used effectively and efficiently in the provision of health and social care services.

3. The compendium (Table 1) outlines basic information on each project or service including the partnership area, type of project, a short summary description and contact name/email for further information.
4. For further information on this paper or the JIT housing programme please contact either Kenny Simpson ([kennysimpson66@hotmail.com](mailto:kennysimpson66@hotmail.com)) or Tony Donohoe ([info@tonyconsulting.co.uk](mailto:info@tonyconsulting.co.uk)).
5. Wider examples of health and social care practice can currently be found on the JIT website at the following link:

<http://www.jitscotland.org.uk/examples-of-practice/>

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The Joint Improvement Team (JIT) is a uniquely positioned strategic improvement partnership between the Scottish Government, NHS Scotland, COSLA (Convention of Scottish Local Authorities) and the Third, Independent and Housing Sectors.

<http://www.jitscotland.org.uk/>

Table 1 - Joint Improvement Team: February 2016 Compendium of Practice Examples: Housing, Health & Social Care Projects across Scotland			
Partnership Area	Type	Summary	Further Information Contact
1. City of Edinburgh	Delayed Discharge	Edindex, Edinburgh's Common Housing Register, has developed a pilot project that seeks to match properties to people with Urgent Gold priority for re-housing to help address delayed discharge from hospital. This is a joint approach between the Councils Housing Service, Registered Social Landlords, Social Care and the NHS. The pilot has been successful and has been extended to include RSLs not involved in the original pilot.	<a href="mailto:brendan.fowler@prospectch.org.uk">brendan.fowler@prospectch.org.uk</a>  Brendan Fowler, Prospect Community Housing Association
2. City of Edinburgh	Energy Advice & Health	The Healthy Homes pilot started in October 2015, with a Home Energy Scotland (HES) energy adviser spending 5 weeks in Craigmillar Medical Group practice (which has 9,000 registered patients). The aim of the project was to explore the potential health benefits to patients receiving advice and practical support through HES. Hillcrest and Dunedin Canmore both have energy advisers supporting the project and will ensure that any tenants referred back to them get advice or measures. The outcomes of the pilot are being evaluated to look at whether HES can replicate the most successful elements of this approach in other localities.	<a href="mailto:Gillian.Donohoe@edinburgh.gov.uk">Gillian.Donohoe@edinburgh.gov.uk</a>  Gillian Donohoe, City of Edinburgh Council

3. City of Edinburgh	Strategic Planning – an inclusive approach	In Edinburgh as part of the housing, health & social care strategic planning process the Edinburgh Affordable Housing Partnership has established a health and social care sub group, chaired by the RSL representative on the Strategic Planning Group. In addition the Council and its partners have adopted an inclusive approach to developing their Housing Contribution Statement including engaging with tenants and residents through workshops etc.	<p><a href="mailto:FancheaK@blackwoodgroup.org.uk">FancheaK@blackwoodgroup.org.uk</a></p> <p><a href="mailto:Gillian.Donohoe@edinburgh.gov.uk">Gillian.Donohoe@edinburgh.gov.uk</a></p> <p>Fanchea Kelly, Blackwood Homes and Care</p> <p>Gillian Donohoe, City of Edinburgh Council</p>
4. Stirling & Clackmannanshire	Strategic Planning – the Housing Contribution	Stirling & Clackmannanshire are the only two areas in Scotland governed by the same Integration Joint Board. Both Stirling & Clackmannanshire Council housing services have been pivotal in establishing a new Housing Contribution Group promoting joint working with health and social care at a strategic level. To date new initiatives are being progressed including the development of a joint Housing OT resource and an assessment of specialist housing needs.	<p><a href="mailto:masons@stirling.gov.uk">masons@stirling.gov.uk</a></p> <p><a href="mailto:SWhite@clacks.gov.uk">SWhite@clacks.gov.uk</a></p> <p>Steve Mason, Stirling Council Susan White, Clackmannanshire Council</p>
5. North Lanarkshire	Homelessness & Health – “A Rapid Health Needs Assessment”	North Lanarkshire Council & NHS Lanarkshire have undertaken a joint analysis of the health and support needs of homeless people. This has included linking and analysing key housing & health datasets to highlight specific health inequalities among this group. It has also led to recommendations to improve strategic and operational service responses.	<p><a href="mailto:HunterJu@northlan.gcsx.gov.uk">HunterJu@northlan.gcsx.gov.uk</a></p> <p>Julie Hunter, North Lanarkshire Council</p>

6. North Lanarkshire	Older People – Promoting Healthy Living	Bield Housing in Hillcrest Court, Cumbernauld had a lot of tenants who wanted to be involved in more common activities including gardening. Funding was acquired for raised beds that were more suitable for the range of mobility amongst the tenants. Tenants work together as a group and some people from the wider community (a local voluntary group) joined them. One tenant had experience of gardening, and many others were able to learn from him and enjoy a little light gardening. The wider community benefitted from buddying the tenants, volunteering their time and experience, and developing new relationships to break down perceived barriers around coming into a sheltered housing complex. Overall this has helped build community capacity.	<a href="mailto:t.howatt@bield.co.uk">t.howatt@bield.co.uk</a> Tracey Howatt, Bield Housing
7. Fife	Homelessness & Housing Support – Fife Public Social Partnership	A Public Social Partnership has been established for the commissioning and delivery of housing support services. A re-modelling of housing support has been undertaken in the context of sheltered and extra care housing, differentiating between housing support and enhanced housing support services. The review of these services and the creation of the PSP confirmed the potential to reduce costs, increase efficiency, improve services, and create a long-term stable platform for the future delivery of services to vulnerable people. Fife Voluntary Action are now charged with the task of ensuring the appropriate expertise in	<a href="mailto:greig.henderson@fife.gov.uk">greig.henderson@fife.gov.uk</a> Greig Henderson, Fife Council

		housing and legal advice was available for the development of the new model. The council entered into a three-year funding agreement with the PSP from April 2016. For more info contact	
8. Fife	Adaptations Service	Commissioning adaptations based on an end-to-end process, with housing services as the process owner and the delivery agent for completing required work to properties in council and private sector ownership.	<a href="mailto:Lynn.Leitch@fife.gov.uk">Lynn.Leitch@fife.gov.uk</a>  Lynn Leitch, Fife Council
9. South Lanarkshire	Increasing supply and accessibility of housing	The project to increase the supply of housing suitable for older people, through an upgrading and expansion programme for amenity housing, began in December 2011. Amenity housing is specially designed or adapted to meet the needs of older people and includes features such as external and internal handrails, non-slip bathroom flooring and repositioned electrical and lighting sockets. The project involved: <ul style="list-style-type: none"> <li>• Upgrading 278 properties, which had many of the attributes of amenity housing, to meet the full amenity standard</li> <li>• Converting over 600 general needs properties to amenity standard; and</li> </ul>	<a href="mailto:Annette.finnan@southlanarkshire.gov.uk">Annette.finnan@southlanarkshire.gov.uk</a>  Annette Finnan, South Lanarkshire Council

		<ul style="list-style-type: none"> <li>Supporting the development of 30 units new-build amenity housing</li> </ul> <p>Residents felt well served by their accommodation and some reported a significant change for the better in their living arrangements while others noted that since relocating they feel happier and more motivated to engage with the surrounding community.</p>	
10. Aberdeen City	Intermediate Care Project (Housing)	<p>In recognition of the changing needs of the people in Aberdeen, a new intermediate care facility was opened in January 2014. The joint project (Housing, Social Work &amp; NHS) is designed to help people regain independent living skills following discharge from hospital through a range of services in a controlled environment that provides stepping-stones to independent living. Services are provided in self-contained flats within the newly refurbished Clashieknowe, a former sheltered housing development that had been ear-marked for possible demolition due to low demand. The homes are fully adapted and infrastructure installed to support assistive technology systems.</p>	<p><a href="mailto:DAskew@aberdeencity.gov.uk">DAskew@aberdeencity.gov.uk</a></p> <p>Dorothy Askew, Aberdeen City Council</p>
11. Scottish Borders	Adaptations Service – developing the role of Care & Repair	<p>This project aims to develop the Care and Repair service to provide a one stop model for adaptation by providing a coordinated, equitable approach to assessment and provision of adaptations. It creates a single point of access for information and advice for those individuals' either self-managing</p>	<p><a href="mailto:ALJones@scotborders.gov.gcsx.uk">ALJones@scotborders.gov.gcsx.uk</a></p> <p>Angie Lloyd Jones, Scottish Borders Council</p>

		<p>their adaptation or those requiring a full adaptation regardless of ownership or tenure. To date achievements include:</p> <ul style="list-style-type: none"> <li>• Delegated assessment responsibility across three localities to Care and Repair</li> <li>• People now have direct access to self-refer</li> <li>• Refined screening and referral processes</li> <li>• A quicker outcome for individuals</li> </ul>	
12. Shetland Isles	Adaptations Service – process improvement	<p>A working group was set up between Housing, OT, Community Nursing, Community Care Resources and Telecare Project Manager to explore the proactive adapting of housing properties for the future. There are now 5 additionally adapted properties within Shetland. There are also costed and agreed templates for adaptations relating to 5 styles of council owned property within Shetland. This removes the design and costing phase of carrying out adaptations in future. Where adaptations are required to these house styles, the agreed template can be implemented.</p>	<p><a href="mailto:Anita.Jamieson@shetland.gov.uk">Anita.Jamieson@shetland.gov.uk</a> Anita Jamieson, Shetland Islands Council</p>
13. East Ayrshire	Extra Care Housing – Lilyhill Gardens, Kilmarnock	<p>A recently built supported living project providing accommodation for 13 tenants with a range of support needs. Partnership project developed and implemented by the Council, Health &amp; Social Care and the voluntary sector. Key features include telecare, 24hr on-site support, wet floor showers, fob key entry, energy efficiency, an ‘internal street’ and safe, enclosed garden area.</p>	<p><a href="mailto:Wendy.Johnstone@east-ayrshire.gov.uk">Wendy.Johnstone@east-ayrshire.gov.uk</a> Wendy Johnstone, East Ayrshire Council</p>

14. Glasgow	Delayed Discharge & Preventing Admissions	<p>The Glasgow Centre for Inclusive Living (GCIL) “Better at Home” service provides a dedicated service to help older people return to the community from an acute care setting. The service matches disabled and older people in housing need to appropriate accommodation across all tenures.</p> <p>The key objectives of the project were to reduce bed days lost through delayed discharge and to reduce the number of admissions to care homes by providing older people with housing options advice. Over the lifetime of the project, successfully re-housed 36 customers aged over 65yrs. Others were given advice regarding adaptations and equipment. It is estimated that approximately 1260 bed days were saved based upon an average length of delay of 35 days.</p>	<p><a href="mailto:grant@gcil.org.uk">grant@gcil.org.uk</a></p> <p>Grant Carson, GCIL</p>
15. Inverclyde	Additional Housing Support	<p>Riverclyde Homes (housing association in Inverclyde) established an “Extra Care” Team for tenants with a focus on vulnerability. Extra Care support is available to all tenants and comprises:</p> <ul style="list-style-type: none"> <li>• Warm welcome, secure start, including Starter/Welcome Packs</li> <li>• Promoting financial security/stability, including a dedicated welfare benefits officer post</li> <li>• Integrated approach, e.g. multi-agency co-ordination to arrange assessment to support person in their own home</li> </ul>	<p><a href="mailto:jane.wallace@riverclydehomes.org.uk">jane.wallace@riverclydehomes.org.uk</a></p> <p>Jane Wallace, River Clyde Homes</p> <p>This case study is also on the JIT website at the following link:</p> <p><a href="http://www.jitScotland.org.uk/example-of-practice/river-clyde-homes-extra-care-team-sustaining-wellbeing-sustaining-relationships-sustaining-tenancies/">http://www.jitScotland.org.uk/example-of-practice/river-clyde-homes-extra-care-team-sustaining-wellbeing-sustaining-relationships-sustaining-tenancies/</a></p>

		<ul style="list-style-type: none"> <li>Targeted Support such as the Winter Wellbeing 2015 Campaign</li> </ul> <p>Funding has also been secured from Scottish Legal Aid as well as the People and Community Fund to provide additional resource to new tenants for the first 12 months of their tenancy (Extra Care Plus). In 2014/15 609 new tenancies were created and there was a failure rate of 2% which is a reduction on previous year when there were no dedicated extra care staff.</p>	
16. North Lanarkshire	Improving homes & health	North Lanarkshire Council's Tower Strategy aims to ensure that homes in multi-storey buildings are as safe, secure and attractive as possible to current and prospective tenants. The objectives include one "To further improve the health and well-being of tower residents". As part of this strategy the Council now has three tower blocks designated for people 60yrs and over. One of these towers which is currently an 'assisted living' project will also benefit from the ground floor communal space being upgraded to a new smart technology and digitally focused community hub.	<a href="mailto:KellyMarg@northlan.gcsx.gov.uk">KellyMarg@northlan.gcsx.gov.uk</a> Margaret Kelly, North Lanarkshire Council
17. North Lanarkshire	Delayed Discharge - Community Resource Flats	This is a joint project between housing, health & social care where three sheltered housing complexes (1 unit in each) provide short stay accommodation to meet a range of needs including delayed discharge and respite for	<a href="mailto:KellyMarg@northlan.gcsx.gov.uk">KellyMarg@northlan.gcsx.gov.uk</a> Margaret Kelly, North Lanarkshire Council

		carers. Locality Planning Groups administer and manage the process of assessment and referrals. The Integrated Care Fund currently supports the project.	
18. Highland	Adaptations and Technology enabled care - 'be@home'	Lochaber Care and Repair in partnership with Highland Council and NHS Highland are developing a one stop shop service to deliver adaptations and technology enabled care across all tenures in Lochaber. They have developed a menu of services called be@home which offers local people access to adaptations, Technology enabled care, housing options advice and much more. People can come direct to Lochaber or through the NHS single point of contact. The intention is to improve the service and the experience for users. They also intend to open a pop-up shop Fort William where people can drop in and try out what's available. Access to be@home is also available through the 'living it up' platform.	Maureen Cameron, Lochaber Care and Repair <a href="mailto:mcameron@lochaberhousing.org.uk">mcameron@lochaberhousing.org.uk</a>