

Working with vulnerable people whose home living conditions have the potential to impact detrimentally on their health.

## Housing & Health

Because vulnerable people typically spend a large proportion of their time at home; their homes are a particularly important factor in:

- Maintaining physical and mental health;
- Addressing health inequalities

So, by helping achieve safer, more suitable housing conditions, the Hub can help to:

- Reduce home accidents, falls and general health risks;
- Reduce demand on health, social care and emergency services;
- Maintain independent living within own home and facilitate hospital discharge;
- Increase client wellbeing;
- Enhance childhood development.



I've not fallen since... it's given me my independence back.

Service user.

## How the Hub can help

Utilising a range of low-cost health-focussed interventions, including:

- Advice and support
- 'Prescribed works' and 'Healthy Housing Assistance' (means tested)
- Our 'Handy-person Service'
- Partnership links

The Hub works to facilitate or deliver housing solutions. For example:

- Repair boiler/gas fires, or install central heating in cold homes;
- Removing trip hazards;
- Making electrical installations safe;
- Help with fuel poverty.



It was all sorted whilst the patient was in hospital.

Frontline worker.

## What the professionals say:

*A GP recently wrote in to say, "You have certainly made a difference... it was squalid at best and the risk to their health enormous [and] a very high fire risk...the client would probably not have survived. So, well done. Also interesting is that it endears in them a feeling of well-being and I have noticed they are now complying better with medical input."*

*An Adult Social Care Worker said, "Thank you... you were able to work holistically with her... accessing so many other teams; always involving the client in decision making; and building up a rapport with her. This has been a brilliant piece of joint working."*

## R.O.I.



TheKing'sFund

Local Government Association

"Housing interventions to keep people warm, safe and free from cold and damp are an efficient use of resources. Every £1 spent on improving homes saves the NHS £70 over 10 years."

## Contact us

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Treating medical

conditions associated with poor housing is assessed at £2.5 billion per annum.

(Friedman, 2010)

NATIONAL HOUSING FEDERATION

ECORYS

Local Government Association

## Evaluation

A study in 2013/14 found that clients with a history of falls who received services from the Hub, saw a reduction of **39.5%** in their use of A&E and **53.8%** in acute hospital stays; and **86.3%** felt their health and wellbeing, levels of anxiety, peace of mind, security and confidence at home had benefited.

A study in 2015-16 found that, at one year post intervention, proportionally fewer Hub clients were in need of health and care services. In the case of inpatient emergency care, **20%** fewer Hub clients were admitted to hospital when compared to those originally admitted as a result of a fall 12 months earlier. And, **91%** of Hub clients were still in their own homes at 12 months, at less cost. There was a marked difference in contact with East Midlands Ambulance Service not requiring conveyance to hospital and in 111 and out-of-hours services in which there was an average **51%** and **74%** greater use respectively in control groups.



If it wasn't for your help...

I would be dead by now. Service user.

As featured by:

**NHS Alliance 2014**

(Breaking Boundaries & Beyond)

**East Midlands Clinical Senate 2014**

(Report on 'commissioning services for an ageing and frail population')

**The King's Fund 2015**

(Housing & Health Conference)

**Local Government Association 2015**

(Innovative Councils database)

**Chartered Inst. Environmental Health & Public Health England 2015**

(Housing and Health Resource)

## Case study 1

- An elderly couple's boiler broke down in the Autumn.
- They had a gas fire in the living room.
- No other form of heating was available, nor was their hot water.
- They were using electric blankets for warmth in the bedroom, but they had faulted through over-use.

Unfortunately the husband suffered serious winter illness and sadly passed away. It was sometime after this loss, that the lady was referred to the Hub.

We were able to:

- Promptly provide temporary heating.
- Quickly install a replacement boiler to provide effective heat and hot water again.
- Maximise income via Derby Advice.

© 12 MINUTES AGO HELP FOR VULNERABLE IN WINTER

Son: "council campaign has helped my mother"



Thank you for giving me my life back.

Service user.

## Case study 2

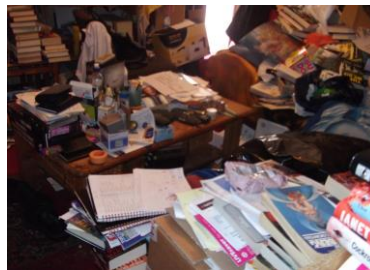
A 57 year old man had a severe Stroke. He wished to live independently, but could not be discharged from hospital because:

- He needed to be able to live downstairs
- He was a hoarder
- Unhygienic kitchen, uneven floor coverings and broken boiler.

Without intervention there was a strong likelihood of cold-related ill health, personal injury due to uneven floor coverings and clutter, and further high cost to health and social care services.

We were able to:

- Install a new boiler, new kitchen units, floor coverings and move his bedroom downstairs.
- De-clutter the property.
- Maximise his financial benefits.



Without your help... he would have gone into residential care

Frontline worker.

## Case study 3

Paul, a 65 year old man with mental health issues, was 'Sectioned' as he was living in very poor, unsafe conditions:

- No heating
- Poor electrics
- Poor washing and cooking facilities
- Uneven floors

Paul had the finances to pay for the necessary interventions, but needed our support to achieve them.

We were able to:

- Install full gas central heating.
- Renewed kitchen and bathroom.
- Rewired the property.
- Renewed the floors.

Before



After



Brilliant joint-working.

Frontline worker.

## Case study 4

A young family, living in unhealthy housing conditions:

- Damp and mould growth on the upper floor due to no central heating.
- Low income.
- Children suffering from asthma and eczema, and both missing days at school.
- Mum suffering depression and family stressed.

Without intervention there was a strong likelihood of cold, damp and mould-related ill health, continued absence from school, and on-going cost to health and care services.

We were able to:

- Service the boiler.
- Extend the heating system upstairs.
- Review benefit entitlements, maximise income and change energy tariffs.

Better heating had a positive impact on child health & improved school attendance.



## Case study 5

A young family including mum and three teenage children, one with a baby:

- Mum diagnosed with depression and anxiety issues.
- One child diagnosed as having ADHD, and another with post-traumatic stress disorder and agoraphobia.
- Low income, poor home environment including no stair handrail on steep stairs, and no bedroom doors contributing to cold, draughts, and exacerbating agoraphobia issues.

Without intervention there was a strong likelihood of cold-related ill health, trip or fall incident, and continued worsening of existing conditions.

We were able to:

- Work closely with the Intensive Family Support Worker.
- Fit a new stair handrail.
- Fit new doors to bedrooms.
- Review benefit entitlements and maximise income.