Stockport Homes Group One team, transforming lives

Hospital Discharge and Health Management Support

Partnership









Objectives

Primary Objectives

Timely discharge to appropriate accommodation

Settled in permanent accommodation

Support to access a local GP

Clients reducing use of crisis services long term



Additional Objectives

To understand people's relationship to health and wellbeing, when entwined with homelessness issues.



To create system change within local services to improve access, engagement and outcomes for vulnerable patients (esp. homeless).



To be valued as an active partner in creating health and wellbeing by peer health organisations.



Service Design

Hospital Advocate Health Advocate Positive Engagement Rapid response to customers in hospital Intensive health management support Intensive health management Therapeutic activity Emphasis on homelessness Support to access services Physical activity Housing options liaison Outreach to Temporary Accommodation and rough sleepers Peer Support

Primary Interventions

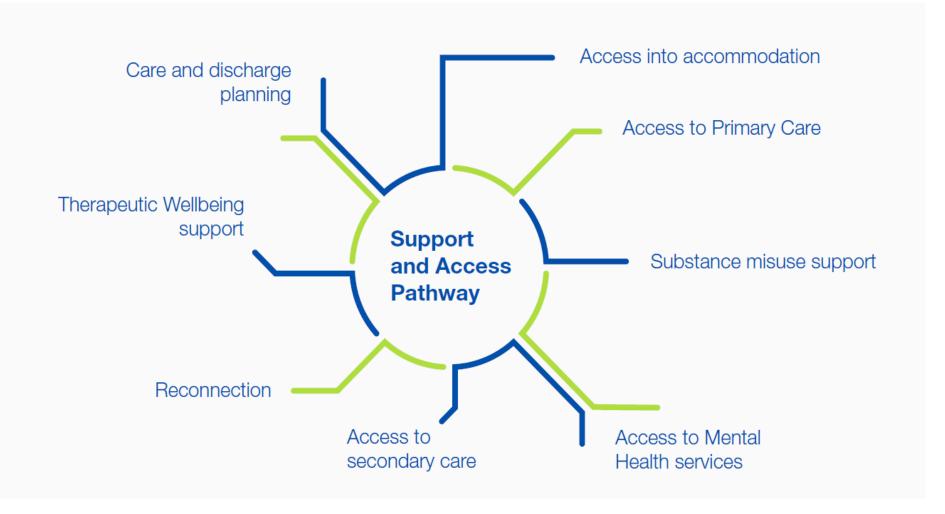
- Bedside assessment and support plan
- Accommodation advocacy
- GP sign up
- Outpatients appointments
- Specialist clinics
- Referral support
- Community health support
- Dental visit
- Finance support

Secondary Interventions

- Travel
- Multi agency advocacy
- Communication
- Peer Support
- Positive engagement
- Documentation
- Respite and relaxation
- Specific housing options support

Prevention

- Drop ins at all Temporary Accommodation schemes
- GP sign ups
- Positive engagement
- Briefing with project workers
- Referral to Mastercall nurse
- Relationships with GPs
- Access pathways



Adult Social Care

When threatened with homelessness:

- Home adaptions
- Painting and decorating
- Clearance
- Positive engagement
- Housing advice

Health Creating

Key outcomes





Cost Benefit Analysis

	Instances			
Service use *18 month period	Before	After	Saving	
Ambulance call-outs	339	18	£71,583	X
A&E visits – no investigation	59	2	£3,876	
A&E visits with treatment	349	26	£43,282	X
A&E visits leading to admission	274	12	£488,106	Á
Outpatients appointments	0	10	-£1,140	
Hospital bed days	101	0	£72,720	Y
Mental health ward admissions	57	2	£25,245	Ź
Mental health outpatients appointments	0	1	-£150	
Community mental health team visits	0	0	0	
Mental health unit weeks	21	0	£22,470	Y
Counselling appointments	0	0	0	
GP visits	6	136	-£5,460	
Community nurse visits	0	10	-£350	

Challenges

- NHS Staff buy-in
- Data collection (for change)
- Commissioning and future funding

Systems Change

- Admission awareness
- Discharge awareness
- Changes to DNA policies
- Outreach appointments
- Outreach drop ins
- Permeant GP registration

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