



**Stockport Homes Group**  
One team, transforming lives

**Bringing Stability To  
Chaotic Lifestyles**



# H4 Hospital Project Hospital Discharge and Intensive Health Management



The image features a central black rectangular area with the word "Objectives" written in white, bold, sans-serif font, tilted at an angle. This central area is surrounded by a colorful, abstract background composed of several overlapping geometric shapes in shades of yellow, red, orange, blue, and purple. The overall composition is modern and dynamic.

# Objectives



# Primary Objectives

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 identify and understand deeper barriers to access and engagement and work to change them.



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.



The image features a central black rectangular area with the text "Service Design" written in white, bold, sans-serif font, tilted at an angle. This central area is surrounded by a colorful, abstract geometric background composed of several overlapping shapes in shades of yellow, red, orange, blue, purple, and green.

# Service Design



## Hospital Advocate



- Rapid response to customers in hospital
- Emphasis on homelessness prevention
- Housing options liaison

## Health Advocate



- Intensive health management support
- Support to access services
- Outreach to Temporary Accommodation and rough sleepers

## Positive Engagement




- Therapeutic activity
- Physical activity
- Peer Support







# Primary Interventions

- GP sign up
  - Medication review
  - Outpatients appointments
  - Specialist clinics
  - Referral support
  - Community health support
  - Sexual health
  - Dental visit
  - Finance support
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# Secondary Interventions

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

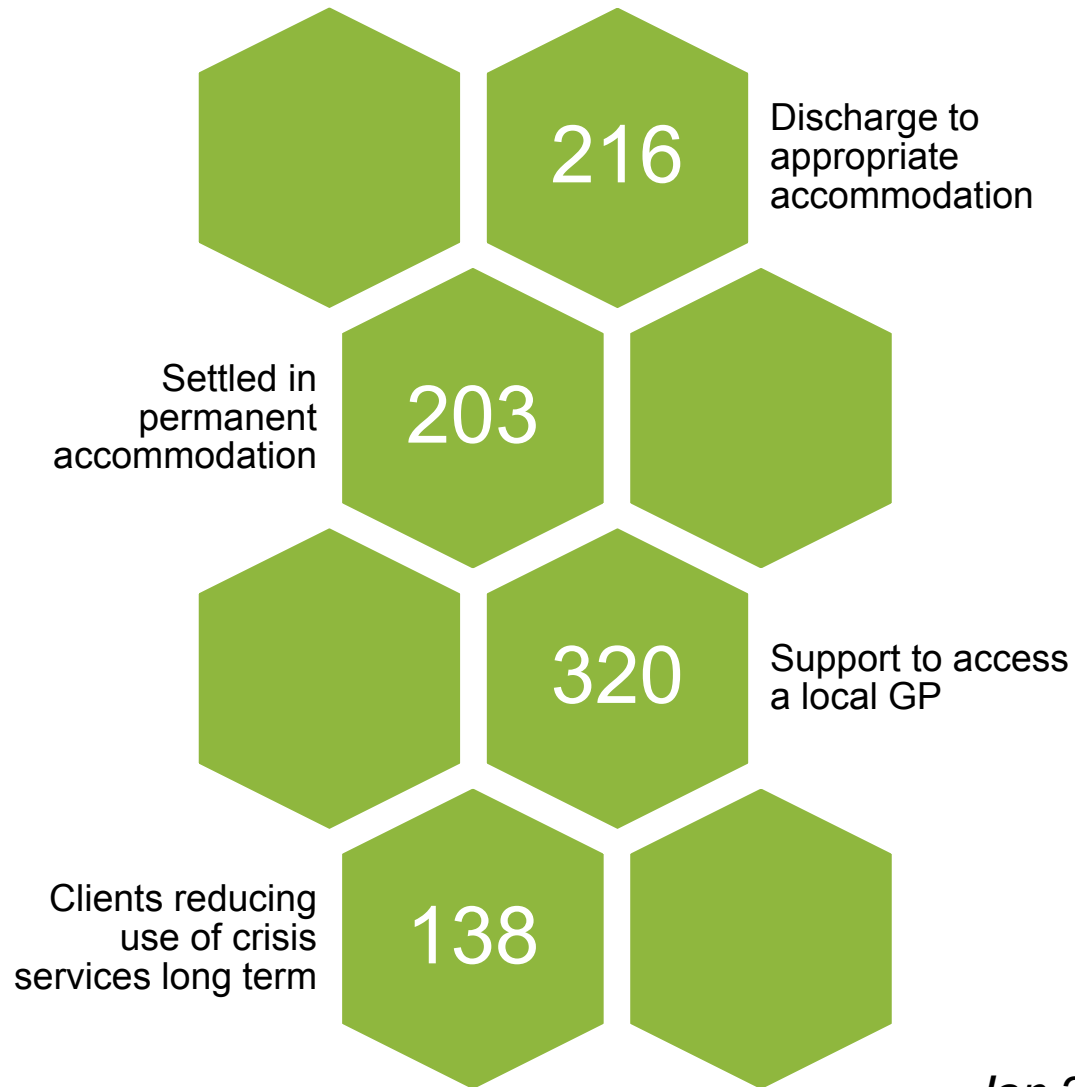
- Drop ins at all Temporary Accommodation schemes
  - GP sign ups
  - Positive engagement
  - Briefing with project workers
  - Referral to Mastercall nurse
  - Relationships with GPs
  - Access pathways
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# Outcomes and Perceptions

# Key outcomes





Jan 2018

# Cost Benefit Analysis

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



# Systems Change

- Admission awareness
  - Discharge awareness
  - Changes to DNA policies
  - Outreach appointments
  - Outreach drop ins
  - Permanent GP registration
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The image features a central black trapezoidal area containing the text "Future Work" in white, bold, sans-serif font. This central area is surrounded by several overlapping, colorful geometric shapes: a yellow shape at the top, a red shape on the left, a blue shape at the bottom left, and a green shape at the bottom right. The overall composition is abstract and modern.

# Future Work





# What next?

## *Service Development*

- Mental Health crisis pathway
  - Safehaven
  - Urgent Treatment Centre
- Data alignment
  - Embedding housing/health
- Maintaining awareness
  - Staff turnover
  - Changing contracts





# Wider Opportunities

- GM devolution opportunities
  - Hospital Discharge
  - HOOP
  - Warm Homes
  - Social Prescribing



The logo for Stockport Homes Group is presented within a white-bordered black rectangle, tilted at an angle. The background of the entire image consists of several overlapping geometric shapes in vibrant colors: a yellow triangle at the top, a red triangle to the left, a large black trapezoid in the center, a blue triangle at the bottom left, and a green triangle at the bottom right. The text 'Stockport Homes Group' is written in a bold, white, sans-serif font, with 'Stockport' and 'Homes' on one line and 'Group' on the line below. Underneath this, the tagline 'One team, transforming lives' is written in a smaller, white, sans-serif font.

# Stockport Homes Group

One team, transforming lives