



Nottingham
City Council

Housing
Services



**Nottingham and
Nottinghamshire**



Housing to Health

Bringing housing and health together at the front line

Summary report 2015-2024

Linking housing and health in Nottingham

Housing and health integration at the front line: The Housing to Health (H2H) scheme aims to ease the strain on the health service and adult social care by finding suitable homes to speed up a patient's discharge from hospital, or directing people at risk of being admitted to hospital due to poor living conditions into good quality social housing. Our Housing Health Coordinators (HHCs) take referrals from health professionals in the hospital or in the community. They help source suitable accommodation, such as Independent Living or wheelchair-adapted homes. They support the individual and their family through the whole process, ensuring they are set up to live independently in their new home.

Early intervention case study

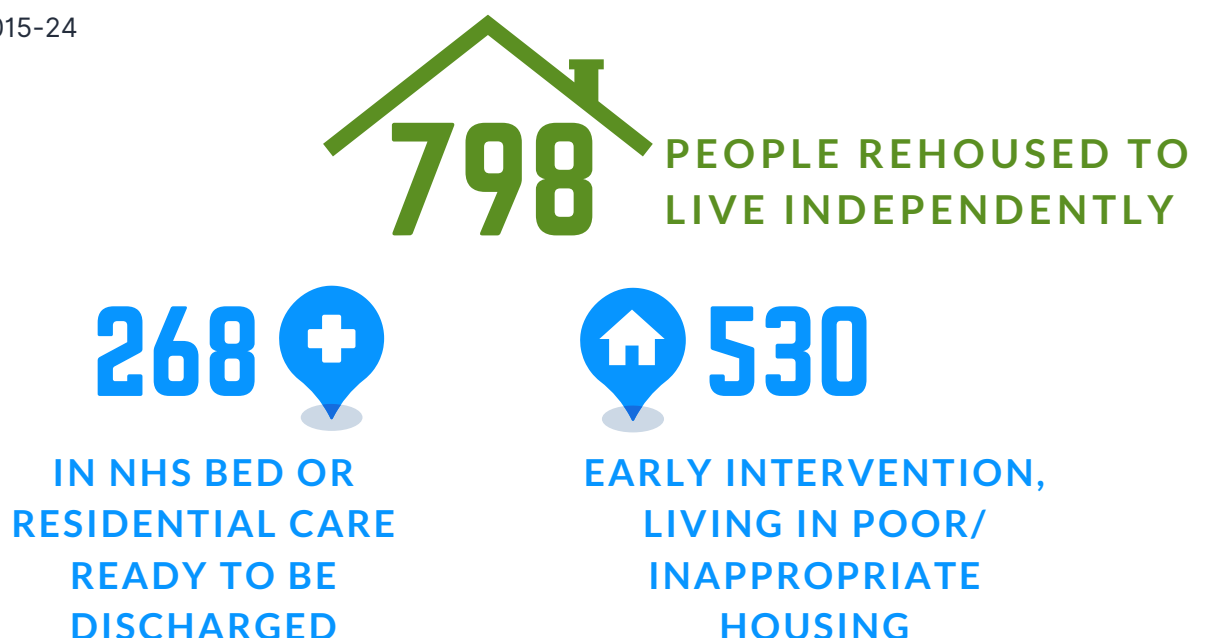
Maureen* (aged 72) was living in her own home, which had become unsuitable for her needs as her health deteriorated due to multiple health issues with breathing and mobility. Maureen had already had seven admissions to hospital in the six months before being referred to H2H, due to falls in her home. Her family were becoming increasingly concerned for her welfare, and financial difficulties meant she also needed to sell her home.

Maureen was referred to the H2H service by NHS staff, and was visited by the HHC in her home. The HHC talked Maureen through the process and the accessible flats that were available in Independent Living schemes near her family, as well as giving advice on selling her home. Within one month, the HHC was able to successfully secure an Independent Living flat that Maureen liked. The HHC helped Maureen complete all the sign-up at the new property, as well as transferring utilities and bills to the new address.

Maureen rated the service 10 out of 10 and said it was an "excellent service, it prevented me from being potentially homeless due to the sale of my home."

*Name has been changed

Total figures for 2015-24



2023/24 review: Housing & health support for people with complex needs

Reducing the burden on health and adult social care services, supporting independent living for patients with complex needs: The NHS continues to face high levels of bed pressure and demand on its acute services, combined with high demand and financial pressures on Adult Social Care in Nottingham. Similarly with housing, demand exceeds supply, and so Nottingham is looking to make best use of its housing stock. H2H supports patients who have a range of complex physical, mental and social needs (e.g. 61% have one or more chronic health conditions), but who are able to live independently when provided with the right support.

18 patients discharged from health or social care beds



56 early interventions 73% at risk of hospital admission due to poor/inappropriate housing

PEOPLE REHOUSED TO LIVE INDEPENDENTLY

Reducing the burden on health and care services

In 2023/24 the average rehousing time via H2H was **4.5 months less** than the general housing waiting list



AVOIDED 1,737 bed days in NHS or Adult Social Care

In 2023/24 hospital data showed that H2H patients had **2.5 fewer admissions** per year following H2H support



REDUCED 27 admissions per year after H2H support

"I am a social worker from Nottingham City Council, Adult Social Care. I work with vulnerable adults (citizens) who have/are experiencing abuse. I have found Housing to Health to be a valuable asset. From my experience, the team have been incredibly helpful, informative and supported citizens with sensitivity and efficiency. Having a Housing and Health Co-Ordinator who is able to dedicate the time to provide guidance, support and advice from the start of the referral to when the property has been sourced, helps to ease the overwhelming experience for the citizen. [H2H] fills a gap in service which is required and is highly valued by my team."

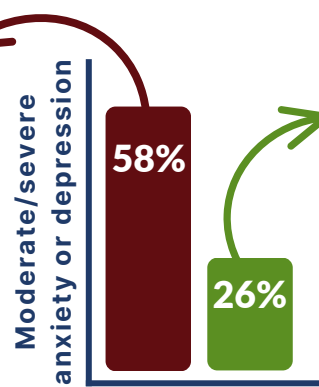


Social Worker, Nottingham City Council Adult Social Care

Improving mental health and wellbeing

Baseline:

Levels of poor mental health among people referred to H2H is higher since the Covid pandemic. In 2023/24, patients had low average mental wellbeing scores on referral.



After H2H:

73% of patients had a higher mental well-being score. 100% patients now feel safe and 94% have enough social contact in their new home.

I love it here. I chat to the neighbours. I feel so peaceful and positive.*

We have regained our independence and are enjoying life again.*

*H2H customer quotes, 6 months after H2H support

Hospital case study

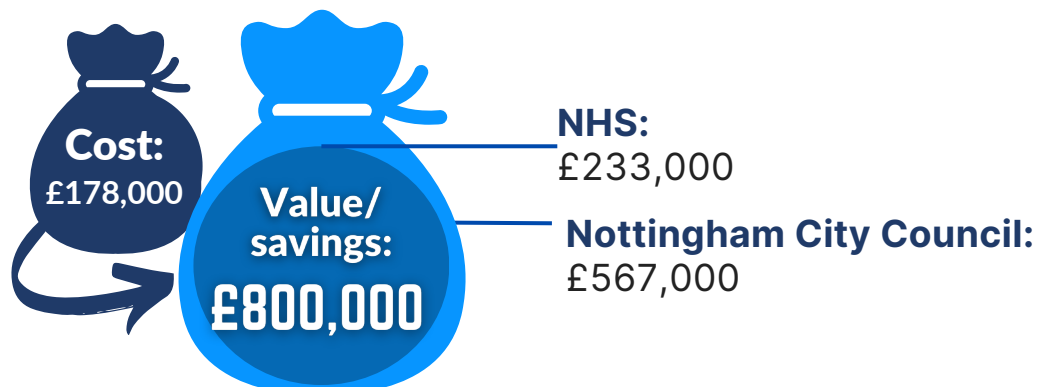
Carol* (aged 67) was referred by the hospital Integrated Discharge Team, as she had suffered a stroke that left her with limited mobility and paralysed right arm. She couldn't return home to her private rented property, as the Occupational Therapy team felt that even if some adaptations were approved by her landlord, they wouldn't be enough to meet her long-term needs.

The HHC met with Carol and her OT to discuss her housing needs and preferences, and then completed the housing application, including applying for medical priority, and began searching for a suitable property. The HHC was able to source a fully-adapted level-access flat with a wetroom in two months. Carol was able to move straight into her new flat from hospital, without an extended stay in hospital or residential care.

Carol rated the support from the HHCs as 10 out of 10 and said it's an "excellent service, they found me a property very quickly. I was stuck in hospital after a stroke, it was so lovely to get a suitable safe space."

*Name has been changed

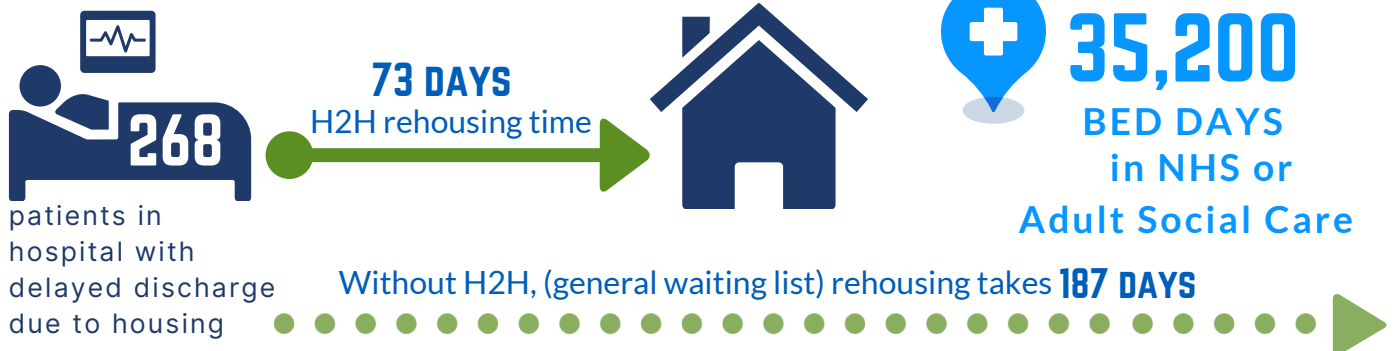
Return on Investment 2023/24



Overall health impact 2015-2024

The H2H service works within local hospitals to support patients whose discharge is being delayed due to housing issues. It speeds up the re-housing process so that patients can be discharged more quickly, to homes where they can live independently. The H2H service has a positive long-term effect on patients' health - reducing their hospital readmissions and improving their health and wellbeing.

Total/average figures for 2015-24:



Health and wellbeing after 6 months



23% increase in self-reported health

13% increase in health-related quality of life (EQ5D)



19% improvement in mental-wellbeing score

89 people no longer suffering anxiety or depression

I am independent, I can access all parts of my bungalow whereas in the flat I had to sleep in the living room and spend every day in the living room. It wasn't nice. I keep myself positive, even though I've had my second leg amputated but having a nice home makes it easier to be positive and I think if I am positive I can do anything.*

*H2H customer, 6 months after support



Year before H2H:

4 admissions per patient
53 days in hospital



Year after H2H:

1.6 admissions per patient
14 days in hospital

-515



REDUCED HOSPITAL READMISSIONS

Cost saving

£2.6m

NHS

Admissions data provided by Nottingham University Hospitals NHS Trust.

Full details about the data and evaluation can be found here:

<https://nottinghamhomelink.org.uk/section/housing-to-health/>

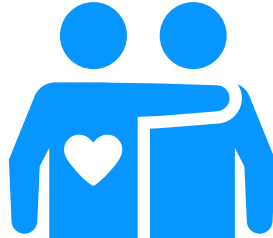
Overall wider impacts

9.7 out of 10 satisfaction with service



95% couldn't have moved without the service

89% better able to manage health at home



52% were socially isolated before
Now, 90% have enough social contact

98% feel safe at home since moving



PATIENT OUTCOMES



Carers report 49% improvement in their quality of life

NCC Housing Services



Increased rental income
From filling empty properties quicker



Fewer empty properties
Improved uptake of older persons accommodation

Nottingham City Council



Reduced burden on Adult Social Care



Less homelessness
96 people avoided becoming homeless



Fewer home adaptations
545 costly home adaptations avoided

Total/average figures for 2015-24

£11M

Financial savings/value generated

£7.21

Financial return on every £1

£12.24

Wellbeing Value for every £1