



**Nottingham  
City Homes**



**Nottingham and  
Nottinghamshire**



**Nottingham  
City Council**



Strelley Court  
Independent Living

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# **Housing to Health**

**Bringing housing and health together at the front line**

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**Summary report 2015-2022**

# 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

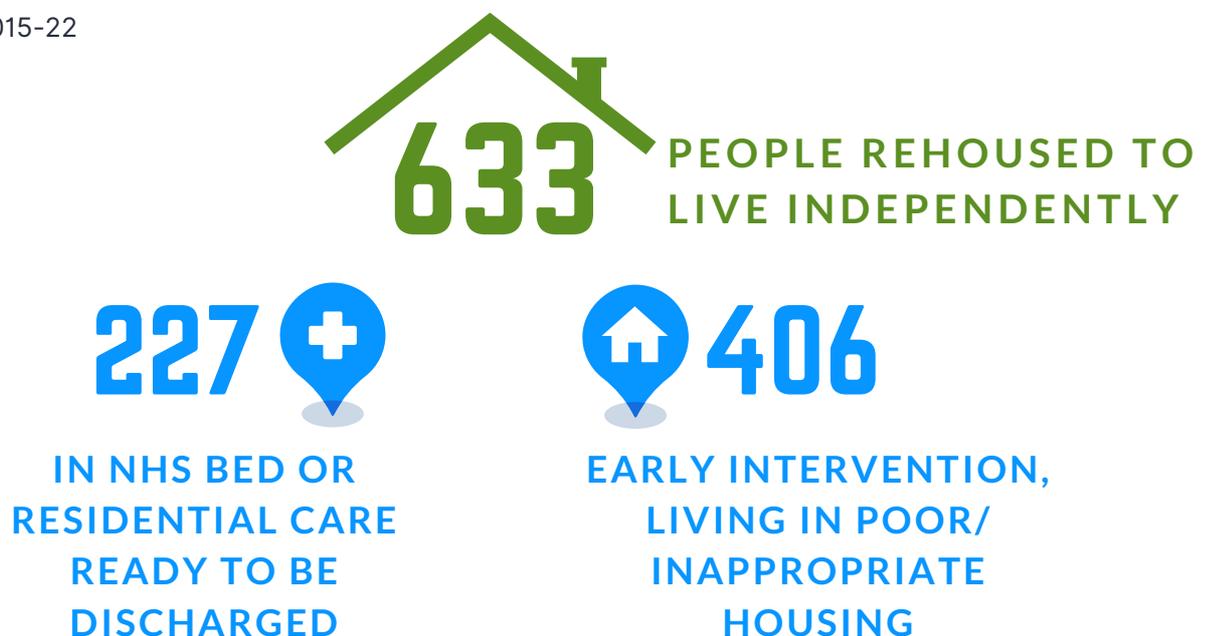
Mrs Finch\* was referred to the H2H team by an Occupational Therapist from the Early Intervention team. She had multiple health issues, including cancer, arthritis and depression. Her current home was a split-level flat, but her mobility issues meant that it was dangerous for Mrs Finch to manage the stairs up to her bedroom. She was currently having to sleep on the sofa. In addition, the large flat was putting Mrs Finch under financial pressure, and she was falling behind with her rent and very worried about energy bills over the coming winter.

The HHC found Mrs Finch a flat where she could live independently, with access to shops and amenities and close to family support. The HHC helped Mrs Finch apply for all the benefits she was eligible for, and set up a repayment plan for her rent arrears - without which, Mrs Finch would be at risk of eviction and unable to apply for a new council property.

After moving, Mrs Finch told the HHC that she loved her new flat and that the H2H has "saved my life". Supporting her to move greatly reduced the risk of a fall and hospital admission, and the risk of eviction or fuel poverty.

\*Name has been changed

Total figures for 2015-22



# 2021/22 review: Housing and health support in the wake of the pandemic

**Reducing the burden on health services in a challenging context:** In 2021/22 the NHS and H2H team have faced ongoing challenges as the country came out of lockdown, but then faced the threat of new variants over the winter. Patients' health and wellbeing needs are more complex than ever, with higher than ever reported mental health issues. The pressure on social housing also continues to rise, and the HHCs have worked innovatively to find suitable homes for their patients - working closely with housing teams to prioritise available properties and targeting lower-demand properties. Despite these challenging circumstances, this year the project has supported:

**26 patients** discharged from health or social care beds



**63 early interventions** 75% at risk of hospital admission due to poor housing

**PEOPLE REHOUSED TO LIVE INDEPENDENTLY**

## Reducing the burden on health and care services

In 2021/22 the average rehousing time via H2H was **6 months less** than the general housing waiting list



**AVOIDED** bed days in NHS or Adult Social Care  
**3,050**

In 2021/22 hospital data showed that H2H patients had **2.7 fewer admissions** per year following H2H support



**REDUCED** admissions per year after H2H support  
**86**

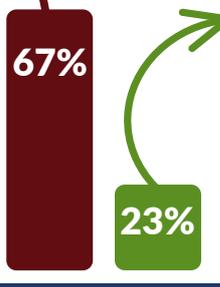
"In terms of the Housing to Health service, I would say that this has been invaluable. As a social worker, I have worked with cases previously with adults [needing housing] ... and it has been very difficult to achieve desired outcomes as there have been different staff members working on the case and limited resources available etc. With Housing to Health my experience has been that this is a very streamlined and structured service. The referral process is nice and clear and [the HHC] responds quickly and is always open to booking in joint visits and getting the process started as quickly as possible. Overall, I could not recommend the service highly enough and I know that citizens report very positive outcomes when working with Housing to Health too."

# Improving mental health post-pandemic

## Baseline:

Levels of poor mental health among people referred to H2H rose during the pandemic, and was higher than ever in 2021/22

Moderate/severe anxiety or depression



## After H2H:

86% of patients had a higher mental well-being score. 9 patients no longer experiencing anxiety/depression.

When I had my amputation I was so worried about being homeless. I didn't feel like doing things for myself. I didn't know where to start.

I am a changed person, I was told I was stropky and now I am so at peace.

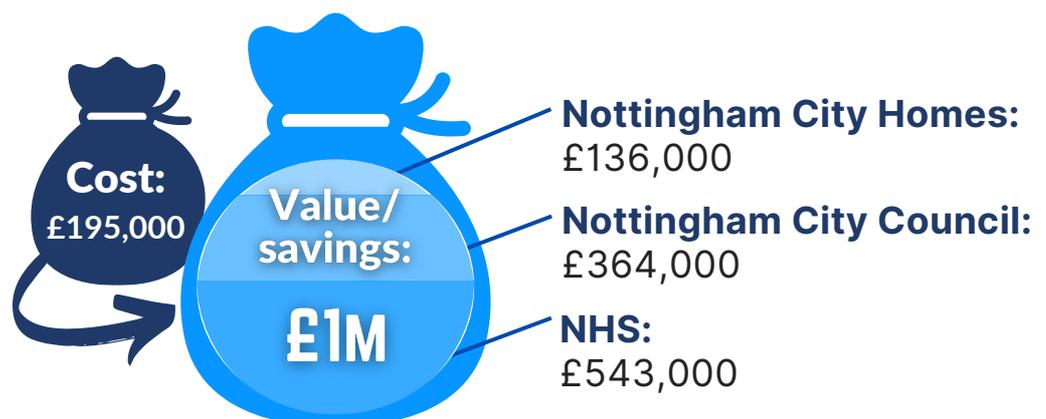
## Hospital case study

Andrew\* (aged 57) was referred by the hospital Integrated Discharge Team, as he had recently had severe fall at home. He has a long-term deteriorating condition that affects his mobility and breathing. His current home could only be accessed via five flights of concrete stairs, as well as having internal stairs - Andrew had already had several previous falls prior to this admission. The hospital did not want to discharge him back to his home, as it was unsafe and he was at clear risk of further falls and admissions.

The HHC quickly made contact with Andrew and his partner, and found them a two-bedroom Independent Living bungalow. They loved the property and the HHC guided them through the moving process, completing all the necessary paperwork and ensuring that benefits and utilities were set up correctly. Six months after they'd moved, Andrew's reflection on H2H was: "Excellent service, very efficient. I love it. Great garden, no stairs and very peaceful. It has changed my life."

\*Name has been changed

## Return on Investment 2021/22



# Overall health impact 2015-2022\*

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.



## Health and wellbeing after 6 months



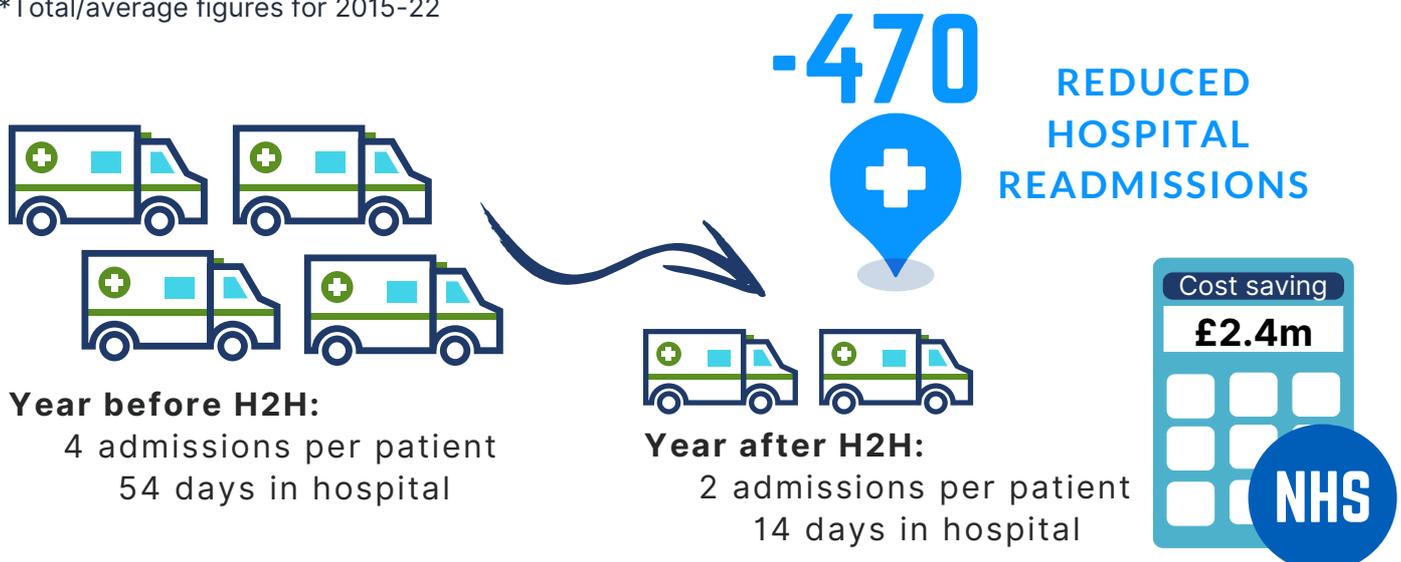
22% increase in self-reported health  
14% increase in health-related quality of life (EQ5D)



22% improvement in mental-wellbeing score  
78 people no longer suffering anxiety or depression

Before I moved here I was living in the living room with a hospital bed and a commode because I could get anywhere else in the property. The wheelchair wouldn't fit and I couldn't go up the stairs. Now I am able to go in and out to the garden and I sleep in my bedroom and I can now enjoy sitting in the living room with family when they visit.

\*Total/average figures for 2015-22



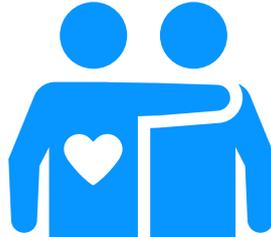
# Overall wider impacts\*

9.7 out of 10 satisfaction with service



94% couldn't have moved without the service

88% better able to manage health at home



56% were socially isolated before  
**Now, 90% have enough social contact**

98% feel safe at home since moving



**PATIENT OUTCOMES**



Carers report 55% improvement in their quality of life

## Nottingham City Homes



**Increased rental income**  
From filling empty properties quicker



**Fewer empty properties**  
Improved uptake of empty social housing properties

## Nottingham City Council



**Reduced burden on Adult Social Care**



**Less homelessness**  
76 people avoided becoming homeless



**Fewer home adaptations**  
269 costly home adaptations avoided

\*Total/average figures for 2015-22

**£9.3M**

Financial savings/value generated

**£8.38**

Financial return on every £1

**£13.00**

Wellbeing Value for every £1