

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



- 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

- 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 adaptations
- Painting and decorating
- Clearance
- Positive engagement
- Housing advice

The background features a central black area with the text 'Health Creating' in white. This central area is framed by colorful, overlapping geometric shapes: a yellow and orange shape at the top, a red shape on the left, a blue shape at the bottom, and a green shape on the right.

Health Creating

Key outcomes





74

Into volunteering,
training or
employment

109



Improved confidence
to manage health and
housing issues
independently

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	

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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