

### Spotlight on Housing to Health Initiative (Nottingham City Homes)

***“Improved wellbeing – I can now get out and about. My mental health is fantastic, a massive improvement. I used to stay in my pjs every day, now I cannot wait to get up and look forward to the day ahead” - Customer quote***

Nottingham City Homes was one of seven ALMOs and housing associations which has worked with the New NHS Alliance to explore Health Creating Practices in housing initiatives, in work commissioned by the NFA and PlaceShapers.

The Housing to Health 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.

Looking at the 5 features of Health Creating Practices (as defined by the New NHS Alliance), the work found that:

1. **Listening:** “The project develops a very personalised view of what matters to people... it specifically recruits staff who understand the unique nature of the work, and their high levels of skill in listening and understanding are really appreciated by people in the service”
2. **Truth-telling:** “The project has a clear commitment to stepping in to walk alongside people who are a point of great vulnerability. There is a commitment to supporting people to honestly assess their own situation and put in place a plan which they have control over that will prevent readmission to the hospital.”
3. **Strengths-Focus:** “The project is clearly focused on supporting people to develop their own strengths and go on to live independently.”
4. **Self-organising:** “People reported feeling ‘in control’ and also appreciated the quick nature of practical support...”
5. **Power-shifting:** “The project gives people back control and dignity in their lives by resolving and addressing housing issues...”

This approach leads to clear outcomes for individuals in improving health and wellbeing:

*“I now have a purpose to live and look forward to waking up in my lovely home”*

*“Absolutely fantastic service. The HHC and the H2H project saved my life.”*

*“Staff were well trained- they treated me like a person and not a number”*

*“Improvement in my health. I can breathe better and have a better sleep pattern.”*

*“Peace of mind. My lifestyle is 100% better – being part of a community and having a better quality of life.”*



## Case Study: Early Intervention, hazardous housing conditions

*The Housing to Health Scheme received a referral from Nottingham City Council's Environmental Health Team for a gentleman who was living in hazardous conditions that were potentially harmful to his health. Mr. Walter's house was in a serious state of disrepair, and Mr. Walter had been using a bucket of rainwater on the flat roof to bathe and wash his clothes.*

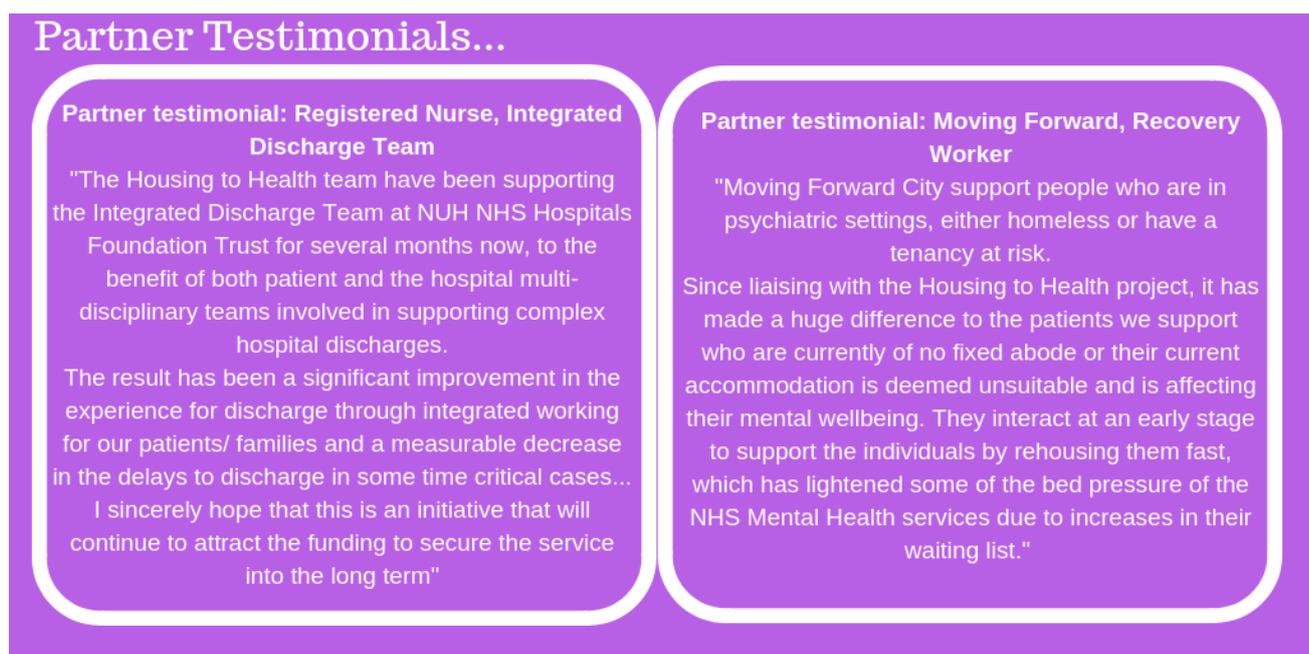
*The Environmental Health team were forced to issue a no-entry order on the property. The Housing to Health Scheme was able to find Mr. Walter an Independent Living Property for him to move into the next day. He left his previous home with a cup, teddy and a lamp. The service helped him get furniture from a charity,*

*and supported him to get his benefits in place.*

*Mr. Walters had neglected his health and didn't engage with any support to start with. Through the service, he now has 'comfort calls' from social services to ensure he is managing and spot any problems before they escalate. He is now managing by himself in his new home and is doing well.*

## Partnership approach

The scheme is also a true partnership approach between local services, with clear benefits felt by those partner organisations:

A purple rectangular graphic with rounded corners and a white border. At the top left, the text 'Partner Testimonials...' is written in white. Below this, there are two white rounded rectangular boxes. The left box contains a testimonial from a Registered Nurse, Integrated Discharge Team, praising the Housing to Health team's support for the Integrated Discharge Team at NUH NHS Hospitals Foundation Trust. The right box contains a testimonial from a Moving Forward, Recovery Worker, highlighting the impact of the Housing to Health project on patients in psychiatric settings who are homeless or at risk of losing their tenancy.

**Partner Testimonials...**

**Partner testimonial: Registered Nurse, Integrated Discharge Team**

"The Housing to Health team have been supporting the Integrated Discharge Team at NUH NHS Hospitals Foundation Trust for several months now, to the benefit of both patient and the hospital multi-disciplinary teams involved in supporting complex hospital discharges.

The result has been a significant improvement in the experience for discharge through integrated working for our patients/ families and a measurable decrease in the delays to discharge in some time critical cases...

I sincerely hope that this is an initiative that will continue to attract the funding to secure the service into the long term"

**Partner testimonial: Moving Forward, Recovery Worker**

"Moving Forward City support people who are in psychiatric settings, either homeless or have a tenancy at risk.

Since liaising with the Housing to Health project, it has made a huge difference to the patients we support who are currently of no fixed abode or their current accommodation is deemed unsuitable and is affecting their mental wellbeing. They interact at an early stage to support the individuals by rehousing them fast, which has lightened some of the bed pressure of the NHS Mental Health services due to increases in their waiting list."

## Further information

- For further information on the work, please see the report, [Health Creating Practices, Shining a spotlight on housing initiatives](#) which has been published by the National Federation of ALMOs in partnership with PlaceShapers
- For further information about the New NHS Alliance and Health Creation, please see <https://www.nhsalliance.org/>
- For further information about Nottingham City Homes' Housing to Health initiative, please contact [richard.holland@nottinghamcityhomes.org.uk](mailto:richard.holland@nottinghamcityhomes.org.uk)