



Derby City Council

HEALTH AND WELLBEING BOARD 23 November 2017

ITEM 9

Report of the Strategic Director of Communities
and Place

Update on Derby City's 'Healthy Housing Hub'

SUMMARY

- 1.1 Arising from discussion of the 'Update on Housing and Health' paper submitted to July Board, a request was made for a future HWB update on the work of Derby City's Healthy Housing Hub. This report provides that update.
- 1.2 Derby's Healthy Housing Hub provides help to some of the city's most vulnerable residents living in unsafe and unhealthy conditions: being identified as being in priority health need by health and care worker direct referral.
- 1.3 Where its work helps prevent, delay, or lessen the seriousness of a poor health outcome, the Hub's intervention can help significantly reduce costs to NHS and social care, in addition to its positive impacts on client and carer health and well-being.
- 1.4 A service evaluation study by the Directorate of Public Health in 2015-16 found that, at one year post intervention, proportionally fewer Hub clients were in need of health and care services. In the case of inpatient emergency care, 20% fewer Hub clients were admitted to hospital when compared to those originally admitted as a result of a fall 12 months earlier. 91% of Hub clients were still in their own homes at 12 months, at less cost. In addition, there was a marked difference in contact with East Midlands Ambulance Service not requiring conveyance to hospital, and in 111 and out-of-hours services in which there was an average 51% and 74% greater use respectively in those control groups which did not receive Healthy Housing services.
- 1.5 The Hub's innovation and impacts have received significant attention nationally, having been profiled and cited for best practice by such organisations as Local Government Association, The King's Fund, NHS Alliance, East Midlands Clinical Senate and Public Health England.

RECOMMENDATION

- 2.1 To note content of the report providing an update on the work of Derby City's Healthy Housing Hub.

REASONS FOR RECOMMENDATION

- 3.1 At its July meeting the HWB requested submission of an update on the work of Derby

City's Healthy Housing Hub. This report provides that update.

SUPPORTING INFORMATION

- 4.1 Public Health England re-emphasised, in 2017, the impact that home living conditions have on our health and well-being, stating: *"A considerable amount of time is spent daily in the home. Housing is a basic human right and the quality and affordability of houses can determine the health status of residents. It is estimated that 20% of the UK's housing stock does not meet decent home standard and that the cost to the NHS of poor quality housing is £2.5 billion per annum (BRE, 2010). Living in good quality and affordable housing is associated with numerous positive health outcomes for the general population and those from vulnerable groups."* [Public Health England: Spatial Planning for Health. 2017].
- 4.2 Derby City's Healthy Housing Hub works with vulnerable people whose home living conditions are impacting, or have the potential to impact, detrimentally on their health: being identified as being in priority health need by health and care worker direct referral.
- 4.3 Because vulnerable people typically spend a large proportion of their time at home, their homes are a particularly important factor in:
- Maintaining physical and mental health;
 - Addressing health inequalities
- 4.4 By helping achieve safer, more suitable housing conditions, the Healthy Housing Hub can help to:
- Reduce home accidents, falls and general health risks;
 - Reduce demand on health, social care and emergency services;
 - Maintain independent living within own home and facilitate hospital discharge;
 - Increase client wellbeing;
 - Enhance childhood development.

- 4.5 Utilising a range of low-cost health-focussed interventions, including:
- Advice and support
 - 'Prescribed works' and 'Healthy Housing Assistance' (means tested)
 - 'Handy-person Service'
 - Partnership links


the Hub works to facilitate or deliver housing solutions. For example:

- Repair boiler/gas fires, or install central heating in cold homes;
- Removing trip hazards;
- Making electrical installations safe;
- Help with fuel poverty.

- 4.7 Service evaluation of Healthy Housing Hub impacts, carried out by Derby City's Directorate of Public Health (Appendix 3), has reported:

- 4.8 *"A study in 2013/14 found that clients with a history of falls who received services from the Hub, saw a reduction of 39.5% in their use of A&E and 53.8% in acute hospital stays; and 86.3% felt their health and wellbeing, levels of anxiety, peace of mind, security and confidence at home had benefited."*

- 4.9 *"A study in 2015-16 found that, at one year post intervention, proportionally fewer Hub clients were in need of health and care services*. In the case of inpatient emergency care, 20% fewer Hub clients were admitted to hospital when compared to those originally admitted as a result of a fall 12 months earlier. And, 91% of Hub clients were still in their own homes at 12 months, at less cost. There was a marked difference in contact with East Midlands Ambulance Service not requiring conveyance to hospital and in 111 and out-of-hours services in which there was an average 51% and 74% greater use respectively in control groups:"*

Use of A&E 39.5% reduction	Acute Hospital 53.8% reduction in stays	Admissions 20% fewer hospital admissions
EMAS  reduction in contact and conveyance to hospital	91% of clients still in own homes at 12 months	86.3% felt benefit in health, wellbeing, anxiety, confidence

*In this study 237 Healthy Housing Hub falls clients were retrospectively, statistically matched to a control group of service users receiving emergency inpatient treatment (1,164) or residential care (444) but whom had not received Hub support. All three cohorts had a history of falls. The full evaluation report is appended at Appendix 3.

- 4.10 A highlights summary of the Hub's activity in 2016-17 is included at Appendix 2.
- 4.11 In addition to its core activity, the Hub has:
- over a number of years, led delivery of Derby's 'Stay Warm + Healthy' partnership programme of help to older & vulnerable people in the cold winter months. In 2016-17 the partnership took the 'Stay Warm' message to over 20,000 people, delivered over 150 heating system interventions, maximised income of vulnerable clients by more than £170k, and helped support rough sleepers with beds and winter clothing, and more... *Note: some clients may appear across more than one partner/project area.
- However, unfortunately, no external funding opportunities have been made available to help support delivery of a Stay Warm + Healthy programme of work this winter.
- been commissioned by the Public Health Directorate to lead development and delivery of a Child Home Safety Equipment programme in 2017-18 – targeting at least 100 of the most vulnerable new-born and pre-school children in Derby.

OTHER OPTIONS CONSIDERED

- 5.1 None. Arising from discussion of the 'Update on Housing and Health' paper submitted to July Board, a request was made for a future HWB update on the work of Derby City's Healthy Housing Hub. This report provides that update

This report has been approved by the following officers:

Legal officer Financial officer Human Resources officer Estates/Property officer Service Director(s) Other(s)	Olu Idowu Andrew Gill Ian Fullagar Ian Fullagar Ian Fullagar Alison Wynn, Assistant Director of Public Health Ian Fullagar, Head of Strategic Housing Services
For more information contact: Background papers: List of appendices:	Safia Iqbal 01332 640163 safia.iqbal@derby.gov.uk None Appendix 1 – Implications. Appendix 2 - Healthy Housing Hub: Highlights summary 2016-17. Appendix 3 – Service Evaluation report by Derby City's Directorate of Public Health. Appendix 4 - Healthy Housing Hub – and BCF metrics

Appendix 1

IMPLICATIONS

Financial and Value for Money

- 1.1 None arising from this report, but the work of the Healthy Housing the Hub can help significantly reduce costs to NHS and social care.
- 1.2 The Healthy Housing Hub is funded by the Derby City Better Care Fund.

Legal

- 2.1 None arising from this report

Personnel

- 3.1 None arising from this report

IT

- 4.1 None arising from this report

Equalities Impact

- 5.1 None arising from this report, but the Healthy Housing Hub contributes to helping tackle health inequalities through its work with some of the city's most vulnerable residents living in unsafe and unhealthy conditions. Many of these people have protected characteristics and are covered under the Equality Act,

Health and Safety

- 6.1 None arising from this report, but the Healthy Housing Hub contributes to helping tackle health and safety issues through its work with some of the city's most vulnerable residents living in unsafe and unhealthy conditions.

Environmental Sustainability

- 7.1 None arising from this report

Property and Asset Management

- 8.1 None arising from this report.

Risk Management

- 9.1 None arising from this report, but particularly at-risk and vulnerable clients/patients are referred to the Hub for support where they have been identified as being in priority health need by health and care workers.

Corporate objectives and priorities for change

- 10.1 The city's Council Plan for 2016-19 identifies priority outcomes which include a focus on:
- Protecting vulnerable children and adults
 - Enabling individuals and communities
 - Promoting health and wellbeing
 - Improving housing...
 - Delivering services differently
- 10.2 The work of the Hub contributes to a number of Better Care Fund metrics, as explained in more detail at Appendix 4.

Healthy Housing Hub

Working with vulnerable people whose home living conditions have the potential to impact detrimentally on their health

Highlights summary 2016-17

1,659 Healthy Housing Hub referrals completed during the year. Of which:

504* more complex Healthy Housing Hub cases – being **clients referred to the Hub by primarily by health, care and community based colleagues due to high risk and multiple vulnerabilities;**

1,155 Handy Person Service interventions delivered to help vulnerable people to remain living independently at home.

*The **504** more complex cases have been analysed further to reveal:

- **504 cases;**
- **1,224 intervention outcomes** – top 4 interventions being *falls prevention works; personalised advice; heating improvements; income maximisation.*
- **1,496 health conditions** – top 4 health conditions: *mobility; cardiovascular; diabetes; respiratory*
- **692 hazards** identified at home – top 4 hazards: *falls; cold/damp; accidents; hoarding/hygiene.*
- **571 onward referrals** appropriate to client needs – *making every contact count.*
- Led delivery, again, of Derby's '**Stay Warm + Healthy**' partnership programme of help to **older & vulnerable people in the cold winter months**. The partnership took the 'Stay Warm' message to over **20,000** people; delivered over **150** heating system interventions; maximised income of vulnerable clients by more than **£170k**; helped support rough sleepers with beds and winter clothing; and more...
 - *Note: some clients may appear across more than one partner/project area.
- Commissioned by Public Health Directorate to lead development and delivery of a **Child Home Safety** Equipment programme – targeting at least **100** of the **most vulnerable new-born and pre-school** children in Derby. Development complete and delivery commencing, in partnership with Family Nurses and Children's Centres, in 2017-18.
- Our Healthy Housing Hub provides help to some of **Derby's most vulnerable residents living in unsafe and unhealthy conditions**, like those shown below. Where our work helps prevent, delay, or lessen the seriousness of a poor health outcome, our intervention can help **significantly reduce costs to NHS and social care:**





Healthy Housing Hub

Working with vulnerable people whose home living conditions have the potential to impact detrimentally on their health

Highlights summary 2016-17 (continued)



“Derby's Healthy Housing Hub...reduce home accidents, falls, health risk, reduce demand on health & social care services...people with a history of falls that received Hub services had a **reduction of 54% in acute hospital stays.**”

Evaluation highlights:

Use of A&E 39.5% reduction	Acute Hospital 53.8% reduction in stays	Admissions 20% fewer hospital admissions
EMAS ↓ reduction in contact and conveyance to hospital	91% of clients still in own homes at 12 months	86.3% felt benefit in health, wellbeing, anxiety, confidence

[Above figure is a summary of impacts – please see full research: Healthy Housing Hub Service Evaluation – A Muirhead, Public Health, Derby City Council – 6/16]

“Thanks for all your team do for the patients we refer to you, its brilliant service
GP Surgery

“must express my delight in your thoroughness. I am really impressed and deeply appreciative of your input. **Lead Nurse Derbyshire Healthcare NHS Trust**

“...from all of us at **Derby Carers**...Healthy Housing is wonderful!! Thanks.

“Within hours of me reporting that a resident's heating had broken down, [you provided] portable heating to his flat to use until his heating is repaired. It's nice to get phone call praising Council employees. Thank you. **Councillor...**

“...nice results from evaluation [of Derby's Healthy Housing Hub].”

Dr R Docking - National Centre for

Ageing Better.

“Dear Councillor, I must extend my sincere thanks and appreciation for the work Healthy Housing carried out at her premises...**danger to her health...critical medical conditions**...we were most impressed by your staff...meticulous in ensuring quality of work & value for money.

“...without your support, he would not have been discharged back home.
OT.

“*Without you it would have been impossible to consider living there again...your help & support has been invaluable in helping maintain her independence. OT, Older People's CMHT*

Contact us: healthyhousing@derby.gov.uk / healthyhousing@nhs.net

Appendix 4

Healthy Housing Hub – and BCF metrics

The Hub provides sustainable housing solutions across a range of health and well-being risk factors, including falls, heating, damp, hygiene, finances and isolation; and also provides minor adaptations in the home to help support safety and independent living.

A recent paper prepared for Kent Surrey Sussex Academic Health Science Network on the [Housing and Health Evidence Base](#) concluded: “...housing-related services can make a significant contribution to emerging models of integrated health and social care services...Such services can help avoid admission to hospital, facilitate discharge, and maintain the independence of older people...Evidence of the role of housing-related services in improving health outcomes, reducing expenditure and improving resident or patient experience underlines the importance of involving housing in NHS plans for strategic transformation, budget-setting & integration.” [Healthy Housing Hub cited pg 10]

Below sets out the national metrics for BCFs and explains how Hub interventions in 2016-17 help support their achievement.

1. Reducing non-elective (unplanned) admissions to hospital by 3.5%.

1,659 Healthy Housing Hub referrals completed during 2016-17. Of which:

504* more complex Healthy Housing cases – being clients referred to the Hub primarily by health, care and community based colleagues due to high risk and multiple vulnerabilities;

1,155 Handy Person Service interventions delivered by the Hub to help vulnerable people to remain living independently at home.

***The 504 more complex cases have been analysed further to reveal:**

- **504 clients;**
- **1,224 intervention outcomes** – top 4 interventions being: falls prevention works; personalised advice; heating improvements; income maximisation.
- **1,496 health conditions** – top 4 health conditions being: mobility; cardiovascular; diabetes; respiratory
- **692 hazards** identified in the home – top 4 hazards being: falls; cold/damp; accidents; hoarding/hygiene.
- **571 onward referrals** into other services/groups appropriate to client needs – making every contact count.

In relation to impact arising from such interventions by the Hub, an independent evaluation carried out by Derby City's Directorate of Public Health in 2016 found that the Hub had delivered the following significant outcomes:

- Hub clients with a history of falls saw a **reduction of 39.5% in their use of A&E**
- Hub clients with a history of falls saw a **53.8% reduction in acute hospital stays**
- **20% fewer Hub clients admitted to hospital** when compared to those originally admitted as a result of a fall 12 months earlier

- Marked **reduction** in contact with East Midlands Ambulance Service not requiring conveyance to hospital
- Greater use of 111 (51%) and out-of-hours services (74%) was demonstrated amongst control groups when compared to Hub clients.

2. Ensure 82.5% of people who receive assistance in their residence after illness or injury remain at home 91 days after this period (known as re-ablement).

1,659 Healthy Housing Hub referrals completed during 2016-17. Of which:

1,477 had risk reducing adaptations/repairs completed via Healthy Housing & Handy Person Service.

504 more complex Healthy Housing cases – being clients referred to Hub primarily by health, care and community based colleagues due to high risk and multiple vulnerabilities.

Independent analysis by the Directorate of Public Health [2016] found that the Hub achieved the following outcomes

- 12 months post intervention, **proportionally fewer** Hub clients were in need of health and care services.
- **91%** of Hub clients were still in their own homes at 12 months.

3. Substantially reduce number of delayed transfers of care (when individual fit to be transferred from hospital setting but arrangements are not in place to allow this to happen).

The Hub promotes its services to health and care professionals and responds promptly to referrals where **housing issues may prevent or delay discharge**. But more can be made of Hub services in this respect; and STP and 'Next steps' ambitions mean that it's crucial that partners ensure our Healthy Housing Hub is fully embedded within the proposed new 'A+E front door screening' and the 'hospital admissions and discharge' processes, as well as in wider NHS 'every contact counts' protocols.

4. Reduce the number of permanent admissions to residential or nursing settings.

As mentioned at point 2 above, the Hub is tackling a range of housing issues that affect individual's health and independence.

- **504** more complex cases completed 2016-17 in which vulnerable clients are found to be living with **692** hazards in the home and who self-declare **1,496** health conditions.
- **1,155** completed Handy Person cases 2016-17, helping support individual's independence to remain living in their own home.
- Led delivery, again, of Derby's '**Stay Warm + Healthy**' partnership programme of **help to older & vulnerable people in the cold winter months**, which: took the 'Stay Warm' message to over **20,000** people; delivered over **150** heating system interventions; maximised vulnerable clients' income by over **£170k**; helped support rough sleepers with beds and clothing; and more...

5. Increase rate of dementia diagnosis where approp. in line with prevalence rates of 69.9%.

- **160** more complex cases completed 2016-17 where vulnerable clients have declared Dementia/Alzheimer or Mental health/Learning difficulties.

6. Ensure 66% of those who complete the patient experience survey feel they have sufficient support from local services or organisations to manage their long term health condition.

Evaluation carried out by Derby City's Directorate of Public Health in 2016 found that **86.3%** of Hub clients asked felt their health and wellbeing, anxiety, peace of mind, security and confidence at home had benefited.

April 2017