

8<sup>th</sup> January 2020

Peabody Home Improvement Agency has worked in partnership with Tonbridge & Malling council for several years. Working collaboratively we help to facilitate the delivery of the Disabled Facility Grant budget, deliver Handyperson services and more recently taking a joined up approach with neighbouring LA's to deliver the Hospital Discharge service across Tunbridge Wells and Maidstone Hospitals.

Utilising the enhanced Better Care Fund budgets in 2016, Tonbridge & Malling along with Sevenoaks and Tunbridge Wells local authorities pioneered the Health & Housing Coordinator role at Tunbridge Wells hospital, offering a service to aid a robust approach to discharge where patients presented with a housing related issue that was preventing them from returning home. This is supported with a reactive and responsive Handyperson service undertaking minor works to the home to facilitate the discharge, this includes but not limited to, creating micro living environments by bringing a bed downstairs where a patient will not initially be able to manage stairs when going home, fitting grab rails and banister rails. Installing key safes to help facilitate easy access where a patient is discharging with an accompanying domiciliary care package. The optimum that this service aims to achieve is to get the residents of the districts and boroughs home in a safe and timely manner, with a focus on maintaining their wellbeing within the home setting and an emphasis on reducing repeat admissions.

Follow up home visits by the Coordinator often uncover issues both with the home and within the home that potentially impact on the residents health and wellbeing, this will often result in the coordinator working with both the customer and the local authority to find resolution to those issues, this could for example lead to a recommendation for minor equipment to be prescribed to enable the residents mobility, or the recommendation for telecare/lifeline, or support to seek assistance for funding for heating or hot water or essential repairs to the fabric of the accommodation.

We are aware that some of the minor preventative work carried out in the home through this scheme can prevent the need for the requirement for major adaptations through the Disabled Facilities Grant later down the line. In addition working alongside the Council's housing teams the early intervention by the Coordinator in the hospital with patients who are homeless or threatened with homelessness ensures that we can maximise the time to resolve the housing situation leading to better, healthier outcomes for the patients and reducing demand on Council's housing teams and in some cases the need for emergency accommodation arrangements.