

Housing Driving Integrated Health and Care

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Long history of delivering support

- Social Housing provider – Newcastle to Hull but mainly Tees Valley, 35,000 homes
- 1500 sheltered/extra care homes for older people across 42 schemes
- 1200 ‘dispersed’ homes in Hartlepool and Middlesbrough
- Specialist housing and support for people with learning disabilities, autism, young people, young parents and women fleeing domestic violence
- Reviewing future strategy for specialist housing and support



Living Well

- Established early 2021 with the aim of understanding **‘how we can help our customers to live well, for longer in their homes?’**
- Cross-cutting project that has required in-depth research to help us properly understand the context, nationally and locally
- Research included qualitative conversations with our support staff, colleagues in NHS and social care, national and local experts and customers living in our supported schemes
- Discovery phase concluded with over 100 colleagues and customers attending an ‘exhibition’ of the feedback and findings and helping us to prioritise the next steps



What we learned?

- Living well is not about age.
- The evidence suggests we should be exploring more intergenerational and multi-generational housing, close to or in town centres.
- ‘What’ people wanted to move into (for instance, a two bedroomed bungalow) was less important than ‘where’ the property was located.
- People can need more to support people to engage in activity which is meaningful to them
- Prevention is better than cure – the earlier someone lives in a safe and appropriate home, the better the outcome for them.
- We need to do more to prevent people falling over
- We need to better understand how we could support people living with dementia.
- Significant needs related to digital inclusion, mental health and access to practical support in the home.



Underpinning all of this was learning related to the need for better data about people that would enable us to provide advice and support when their lives change, as well as exploring how technology plays a part in solving some of the problems we identified.

What we discovered about the health and wellbeing of our tenants

Health conditions	% of people who disclosed this condition in their assessment
Diabetes	34
Arthritis	33
Mobility issues	31
COPD	23
Depression	23
Anxiety	18
Hearing loss	18
Heart disease	16

No. of long term health conditions	No. of people	%
1	118	100
2	92	78
3	60	51
4	39	33
5	30	25
6	6	5
7	1	1
8	0	0

Age group	No. of people	%
Under 50	4	3.5
50-64	34	29.8
65-74	38	33.3
75+	38	33.3

40%

of the cohort have some form of mental health difficulty

*data from a cohort of 120 customers living in our dispersed bungalows in Middlesbrough.

So how can we achieve better outcomes for customers?

- Investigating a new model of support in a Sheltered Scheme in Middlesbrough using the learning from Living Well
- Co-designed with people living in the scheme at every stage
- In depth user led research
- Service Design methodology



What we discovered?

- 'I'm ok today' isn't enough to understand if someone is really ok
- People don't know what help is out there and what they are entitled to
- Long term health conditions were the biggest barriers to people living well
- People recognise they need to be more physically active, but a lack of confidence or access to the right support is preventing them from exercising
- High prevalence of digital exclusion
- Fear of falling is preventing people doing the things they enjoy
- Loneliness and isolation are big issues for people
- Small things can make a big difference
- Those with more social capital and access to resources are helping others



Customer experience - Brian aged 67

- National Chess Champion
- No immediate family
- Mobility issues following a fall and hip replacement last year, COPD and unexplained hand trembling
- Not digitally included – owns a smart phone that he uses for phone calls. Has an X-Box which he plays a cowboy game on.



What would make things better for Brian?

Help me move my old sofa from my flat so I can get a new one (who can I ask to help?)

Help me find a chess club I can attend that would let me bring my own magnetic board. Maybe someone could go with me for the first session.



A watch with an emergency button. I'm scared of going too far from the building in case I fall again

A one cup hot water dispenser and some spill proof mugs so I can make myself a cup of tea

How could that be achieved?

- Community Bridge Building Intervention
- Access to a 'Handy Person' type service
- A person centred technology offer that includes low tech and wearable falls technology
- An Occupational Therapy Assessment
- Advocacy with health services to help get Brian's shaking diagnosed and treated



How will this help inform our pilot?

- Person Centred Model which enables more tailored support and more choice about which technology will help
- Testing a preventative data led (IoT) solution – to help us know when people's lives change
- Wearable falls technology that provides piece of mind
- User friendly dashboard to pull insight together into one place for housing staff and carers
- Low tech stuff – movement activated lights, timers, one cup dispensers
- Integrating Falls prevention into the model



Our future vision

- We have worked with a multi-disciplined team to design our own principles for future older people's housing - we would like to make these a reality (Our HoT Hub)
- This includes understanding how we can play a role in prevention, so people can age well in their home, whatever their condition and wherever they live.
- A more integrated approach from health and social care essential so the right services can be commissioned and delivered in the home where possible.
- Shared decisions about technology and a greater recognition of the role housing can play in supporting the ageing population is a vital part of future success.
- Ultimately, our shared vision is about supporting people to remain safe, independent and happy in their own homes for as long as possible.



Thank You...

Any questions?