

**CHANGE AGENT TEAM
RECORD OF PRACTICE IDEAS AND INNOVATIONS**

Please record any new ideas in service provision, (service re-design, successful partnerships etc) or big or **small** innovative practices/processes that appear to have a significant impact on service delivery (e.g. flagging specific patient notes to identify a risk factor). Please check that the 'contact' is happy to be contacted to explain their practice

These are practices and ideas heard about or seen on visits by the changes agents. We think they could be applied in other situations and should be shared more widely. They have not necessarily been evaluated, nor are they endorsed by the Change Agent Team.

Name of Organisation: Peter Fletcher Associates	
Service: (e.g. physiotherapy, care management) Consultancy and research – reconfiguring housing, health and social care services for older people	
Contact: Peter Fletcher	Tel No: 01434 684944
email address: info@peterfletcherassociates.co.uk	
Key Words (3-4 words which sum up the service, for cataloguing purposes) Consultancy and research, older people	
<p><i>Brief description of the 'new practice/bright idea'</i> Work by Peter Fletcher Associates at local authority level on housing, care and support strategies for older people which include extra care, housing models of intermediate care, home improvement agencies.</p> <p>Learning built into the soon to be issued guidance from ODPM and DH on older people's strategies: linking housing, health and social care (title still be finalised).</p>	
<p><i>Impact of the introduction of the change/development</i> Has given a strategic framework across housing, health, social care and regeneration in these local areas to plan for and commission change.</p>	
<p><i>Why did this change/development 'work'? Could it be replicated?</i> Worked because of:</p> <ul style="list-style-type: none"> • How strategy was commissioned • Partnership approach – whole systems • Joined up strategic commissioning model for implementation 	
<p><i>Has the practice been formally evaluated? Please describe briefly.</i> No, but lessons included in ODPM/DH guidance (see brief description section above).</p>	
Submitted by: Peter Fletcher	Date: 13 Nov 02

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