

**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: Norfolk County Council	
Service: (e.g. physiotherapy, care management) Housing with Care Handbook	
Contact: Lesley Johnson	Tel No: 01603 224481
email address: lesley.johnson.socs@norfolk.gov.uk	
Key Words (3-4 words which sum up the service, for cataloguing purposes)	
Development of Housing with Care Schemes	
Brief description of the 'new practice/bright idea'	
The handbook provides information, ideas, case histories for all professionals from Architects, Lawyers, Scheme Managers on how to set up Housing with Care Schemes. It includes instruments for assisting managers of residential homes to become successful scheme managers. Also includes checklists of tasks to be done.	
Impact of the introduction of the change/development	
Increased opportunities for sharing knowledge.	
Why did this change/development 'work'? Could it be replicated?	
It can be replicated.	
Has the practice been formally evaluated? Please describe briefly.	
No	
Submitted by: Ros Lyons	Date: 14.11.02

Email back to Tempcat@doh.gsi.gov.uk

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