

**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: Care & Repair England	
Service: (e.g. physiotherapy, care management) Older people's housing services	
Contact: Sue Adams email address:sueadams@freenetname.co.uk	Tel No: 01363 82704
Key Words (3-4 words which sum up the service, for cataloguing purposes) Hospital Discharge	
Brief description of the 'new practice/bright idea' Hospital Discharge services provided by home improvement agencies which help older and disabled people return to their own homes through undertaking essential adaptations and repairs and providing practical short term help and support.	
Impact of the introduction of the change/development Faster and improved discharge arrangements	
Why did this change/development 'work'? Could it be replicated? Worked because of financial arrangements made between housing, health and social services organisations to pay for essential work. Has been replicated	
Has the practice been formally evaluated? Please describe briefly. A range of home improvement agency hospital discharge services have been profiled and evaluated in the report 'On the Mend' available from Care & Repair England. This report also provides information on developing such a service	
Submitted by: Sue Adams	Date:12.11.02

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