

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

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: Southampton City Council	
Service: (e.g. physiotherapy, care management) Sheltered Housing - Interim/temporary Accommodation to facilitate a timely discharge from hospital	
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Key Words (3-4 words which sum up the service, for cataloguing purposes) Sheltered Housing providing Intermediate Care/temporary accommodation	
<i>Brief description of the 'new practice/bright idea'</i> The use of four sheltered flats in an existing City Council sheltered housing scheme to provide interim/temporary accommodation to enable a timely discharge from hospital. Cash for Change funding covered the costs of providing walk-in showers and furnishing and fitting out of the flats + the cost and installation charges of a washing machine/tumble drier for the exclusive use of these flats. The funding also covered the costs of rent, council tax, electricity, water etc to avoid any 'tenancy issues'. A joint agreement was developed covering issues relating to roles and responsibility of Housing and Social Services and the occupants of the flats plus eligibility and referral arrangements. Regular reviews, including feedback from service users identified improvements/changes to be made to improve the provision to benefit the service users.	
<i>Impact of the introduction of the change/development</i> 25 people had a timely discharge from hospital as a direct result of this project during the first 68 weeks of the flats although the occupational levels have been low at 42%. There has been an improvement in communications and some referrals resulted in people being offered appropriate permanent accommodation with no need to use these flats. Occupation has ranged from 2 hours to 17 weeks.	
<i>Why did this change/development 'work'? Could it be replicated?</i> The project worked because of the commitment and willingness of staff in housing and social services although it would be fair to say that more could still be achieved if a permanent care team was based on site. The project could be replicated.	
<i>Has the practice been formally evaluated? Please describe briefly.</i> Yes the project has been formally evaluated and provides data of service users, care packages, tenure, where they moved on to; age details etc. The continued use of these flats/bringing back into housing stock is currently being discussed.	
Submitted by: Heather Christiansen. Community Care Officer	Date: 25 th July 2003

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