

**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.***

<b>Name of Organisation:</b> London Borough of Hackney	
<b>Service:</b> (e.g. physiotherapy, care management) Supported Living Schemes	
<b>Contact:</b> Mr Steve Goodman, Head of Community Care <b>email address:</b> sgoodman@gw.hackney.gov.uk	<b>Tel No:</b> 020 8356 4757/4664
<b>Key Words</b> (3-4 words which sum up the service, for cataloguing purposes)	
<i>Brief description of the 'new practice/bright idea'</i>  Use of supporting people agenda and partnership with housing RSL's to provide real alternative to residential care.	
<i>Impact of the introduction of the change/development</i>  Low rate of use of residential care (as indicated in PAF)	
<i>Why did this change/development 'work'? Could it be replicated?</i>  Good partnership working.	
<i>Has the practice been formally evaluated? Please describe briefly.</i>  Best Value Review Older people to some extent.	
Submitted by: Steve Goodman	Date: 7 November 2002

**Email back to [Tempcat@doh.gsi.gov.uk](mailto:Tempcat@doh.gsi.gov.uk)**

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