



Housing LIN

*Connecting people, ideas and resources*

## Case Study 168

# Supporting Older People in Manchester to leave hospital safely when they cannot return home and other emergency housing needs

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# Introduction

Manchester City Council's Adult Social Care Commissioners have developed a range of furnished 'home from home' Neighbourhood Apartments to support hospital discharge or other needs over the past four years.

This case study for the Housing LIN focuses on the growth of Neighbourhood Apartments to develop a viable model to support health and social care priorities and will be explored from the following areas:

- Property and Staffing
- Care and Support provided
- Pathway and Referrals
- Flow and exit destinations
- Summary statistics
- Outcomes achieved

## Firstly, what is a Neighbourhood Apartment?

It is a flat within either Sheltered Housing or Extra Care scheme that is leased by Adult Social Care for at least 12 months and is furnished to provide short term accommodation. Previously, a small number of flats were in existence before the scheme expanded and these were referred to as 'transitional flats', however, a new name was devised to align with the integration with community health where 12 Integrated Neighbourhood Teams were created; this provided the idea for the name change with a vision to create at least one apartment in each of the 12 Neighbourhood Teams to support frontline practitioners.



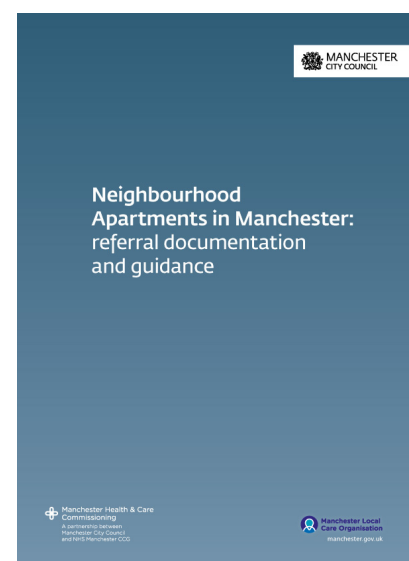
# What is the purpose of a Neighbourhood Apartment?

Whilst there is a broad approach to accepting referrals, the main purpose of Neighbourhood Apartments are to:

- Speed up hospital discharge for older people, who cannot return to their current home – often due to a number of reasons (accessibility etc.)
- Deflect from unnecessary residential care admissions
- Support a range of health and care scenarios
- Provide a Discharge to Assess (D2A) opportunity

## What type of needs are identified in referrals?

- The most significant source of referrals (approximately 60%) are from Hospital Social Workers where a patient has no reason to reside and is medically fit for discharge but has a number of needs that prevent discharge to their current home
- Neighbourhood Apartments provide a viable solution where a citizen is having major adaptations fitted to their current home and cannot stay in the property on health grounds (and where the alternative would be a short term admission to residential care)
- Abuse and safeguarding concerns account for a small number of referrals, particularly where identified during a hospital stay and the older person cannot return home for these reasons
- Hoarding and unsafe property conditions – there is an increasing number of hoarding-related cases being currently identified and, whilst a crisis clean is often the required intervention before a person can return home, commissioners are now working with the Mental Health Trust on more therapeutic interventions to support sustained recovery from hoarding tendencies
- Step down from residential care – where a number of hospital patients are discharged on Pathway 3 (residential or nursing care), there are a small but significant number of older people who recover their functional abilities post discharge and the Neighbourhood Apartments provide a vital bridging link between residential care and independent living
- A new area for the Neighbourhood Apartment service is the increasing numbers of referrals where the citizen is on an End of Life pathway and chooses not to die in hospital or other settings.



# What is the criteria for a Neighbourhood Apartment?

- The person must be a Manchester resident and be registered with a Manchester GP
- Aged 55+ years
- There must be an Allocated Worker (e.g. a Social Worker) throughout their stay and there should be an exit plan in terms of housing and care options
- Referrals can be made by any health and social care worker as well as housing colleagues

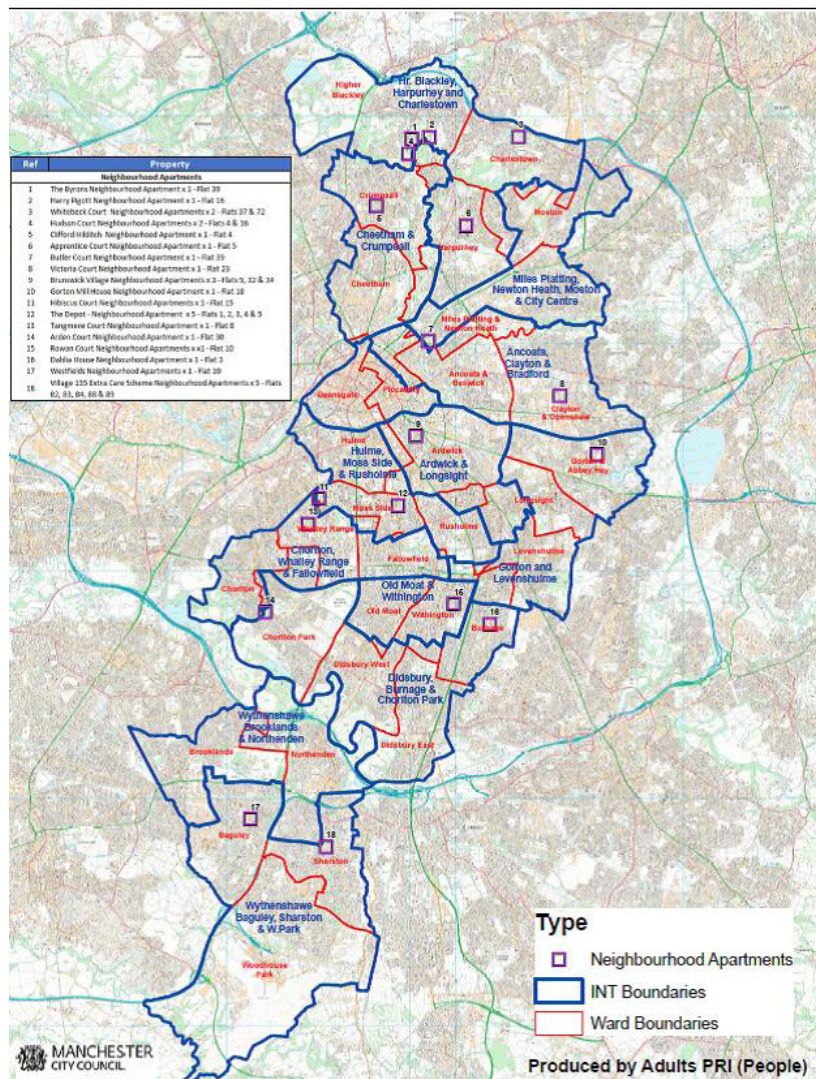
## Property and Staffing

The following table sets out the different locations where Neighbourhood Apartments have been developed in partnership with Registered Housing Providers:

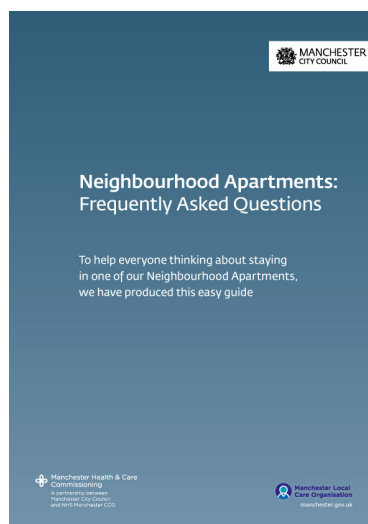
Type of housing setting	How many apartments	Care and Support arrangements
Sheltered Housing schemes	9	No onsite care provider, referrals are made to the local homecare/domiciliary care provider
Extra Care Housing schemes	11	Draw on the onsite care provider if there is capacity, otherwise refer to local homecare provider
Clustered settings		
1 based within a retirement village in south Manchester	5	In-house Reablement Staff team in place from Adult Social Care to focus on supporting recovery and maximising people's independence
1 based in a private sector development adjacent to an Extra Care scheme	5	In-house Reablement Staff team in place from Adult Social Care to focus on supporting recovery and maximising people's independence

# A range of information is available for both referrers and citizens

## Neighbourhood Apartments



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## Apartment Set up

The overall aim for the Neighbourhood Apartments Service is to create a warm and welcoming, homely space for older people where they can recover in safe surroundings and enhance their wellbeing.

- Each apartment is fully kitted out with high quality (but robust) furniture and a fully equipped kitchen
- Furniture is standardised through an approved framework provider
- Décor is arranged by the Neighbourhood Apartment coordinator (e.g. prints, cushions, few minor decorative touches)
- New towels and bedding are made available at every relet to ensure good hygiene approaches

- A deep clean takes place after every stay from our in-house Crisis Clean Team
- Where reablement staff are in place, they take on the responsibility for cleaning and standards

There is extensive liaison and support from Registered Housing Providers in this initiative. When a new person arrives for a short stay, they are registered with the Housing Provider and are linked to the Emergency Call system for safe and well/out of hours support. Residents in Neighbourhood Apartments are welcomed into the scheme and treated like any other resident and can use all of the facilities on-site including bistro/café, spa bathing and take part in any activities.

## Support/Interventions during a person's short stay

To support flow into and out of the Neighbourhood Apartment service, intensive work often takes places to support individual citizens and their journey home or to a new home. Some of the work involves:

- Maintaining a close dialogue with the Allocated Worker (Social Worker)
- Identifying the chosen exit destination on admission, for example, if the person cannot return to their former home, what is their housing preference and is it achievable?
- Identifying if any adaptations are needed prior to the person going home and ensuring that any work is prioritised to avoid a protracted stay
- Where rehousing is necessary, make a referral to one of the Housing Options for Older People officers (employed by the housing providers) who prioritise their work around Neighbourhood Apartment referrals due to close links
- Where hoarding is a feature, liaise with the Crisis Clean team on progress and completion dates
- Monitoring the citizen's progress during their stay, using that information to support any applications to sheltered housing or extra care panels
- Identify where poverty exists and refer onto Age UK for food support and Welfare Benefits Advice
- Make referrals to the local Home Improvement Agency for any minor works on the person's home (e.g. key safes)

A short stay also provides an opportunity to try out some key pieces of technology. Not only does this help reduce the need for 'physical' care, but also the different pieces of 'kit' can be included in the support plan when the person moves on. Our typical Technology Enabled Care 'kit' covers: falls detectors, door, chair and bed sensors plus additional assessed items such as medication dispensers etc.

# Exit Destinations – opportunities to move on and move in

Based on four years of growing the Neighbourhood Apartment Service, it is clear that the model supports allocations to both Extra Care and Sheltered Housing with just under half of people choosing to move permanently to this type of accommodation. Manchester has significant numbers of sheltered housing schemes and there were low demand issues. With the Neighbourhood Apartments now offering a 'trial stay' there are much fewer voids and much more demand in the schemes where the Neighbourhood apartments exist. About a third of people return home or move to general needs housing. In a small number of cases, some people move into residential or hospice settings.

## Activity Data

Four years ago, the service was launched with just 5 apartments and provision has gradually grown over the years and the model has been reviewed and invigorated. The introduction of the Reablement Service has enabled Adult Social Care to target more individuals who need recovery and reablement interventions with over 60% requiring no further care 6-8 weeks later. In September 2022, a further 5 schemes were added to the property portfolio taking the total number to 30 apartments. In terms of activity data:

- 282 older people have benefited from a short stay
- There have been 156 referrals from Hospitals
- 90 referrals from community health and social care staff
- 34 referrals to step people down from residential care

Where a citizen is accepted for a neighbourhood apartment, the Allocated Worker is asked what they would do in the absence of such provision. Most answer "residential care admission". Accordingly, 96 citizens have been deflected which is not only a more dignified solution for older people but is also cost avoidance to adult social care.



# Citizen Outcomes

At the end of every short stay, citizens are asked to complete an exit questionnaire, where a rating of 1 to 5 is scored on their overall stay. 100% of all people in these surveys reported that their stay was either Good or Excellent, with some of the following quotes:

*"It feels more like home and I feel more relaxed - I've been doing things like going out into the gardens and going to Tesco"*

*"I feel safer and more relaxed in this flat, my mood has improved, I watch TV and I did an exercise class"*

*"It has improved my health, I have less pneumonia and I am not going into hospital as much"*

*"The care that Reablement and others have shown me has been excellent, they have really helped me on my road to recovery"*

*"Yes I liked my stay in the flat, I feel more confident. I enjoy going to the Bistro and socialising"*

*"Neighbourhood Apartments have helped me get me out of hospital, regain my confidence and improve my mobility, which meant I was able to go back home with some equipment put in place."*

*"Neighbourhood Apartment feels more like your home where I felt more relaxed. Also I don't feel isolated as the staff and tenants are very friendly"*

## Feedback from Referrers:

"Just to say a "very big Thank you". Got citizen to the scheme at about 4ish yesterday. He is very happy and seems settled already. The manager and care team were very helpful. Couldn't have achieved this without your help. I pray he gets a permanent placement eventually."

"May I take the time to thank the brilliant staff and the Neighbourhood Apartment Team for the support you gave to this citizen. Please know that this is greatly valued and appreciated, and I don't say this lightly. Thank you for ensuring that the citizens wishes, and voice were expressed and respected."

"It's a shame you don't have a survey for the service supplied by yourself and team I would give you top marks. I always find you so helpful and supportive. You always try to resolve any problems and provide guidance. So, a big thank you."



## Feedback from Housing Provider Partners on the benefits of Neighbourhood Apartments

- Partner 1** We are giving citizens a chance of independent living and to see how they adjust to living alone with the support of a care package. It allows all parties to evaluate and plan how to go forward for the individual.
- 
- Partner 2** Guests are staying longer than expected, seem to be getting more complex cases with greater needs that is not suitable for retirement, we need to adapt as new issues are becoming evident with people in the community especially post Covid.
- 
- Partner 3** It works very well. I often speak to other authorities about replicating the model. We have had a very positive experience. I'm happy to see a licence agreement in use now.
- 
- Partner 4** Saw some great transfers from the neighbourhood apartment into more permanent independent living.
- 
- Partners 5** It's very good, we have regular contact and communication. We are supported and listened to if there's any issues that arise.

### Case Study

Citizen was admitted to hospital following a **suicide attempt**. During admission it was identified there were potential **safeguarding issues** occurring at home and citizen required support from the **Domestic violence team**. Citizen was not able to return home and so was referred to the Neighbourhood Apartment Service and moved into a sheltered scheme.

Citizen settled in well and engaged well with professionals and was extremely proactive. With the support of our HOOP officers (Housing options for older people) citizen was registered on Manchester Move and was actively bidding on properties. Citizen was allocated a **permanent tenancy** in a cottage flat. He also stated he felt the Neighbourhood Apartment had given him a chance to get himself some support which he had previously not had.

Citizen stated the apartment was **very secure and this helped him feel safe**. He has gone on to do well in his new home and has since been discharged from Adult Social Care.

# Lesson learned

When we established the neighbourhood apartments, we generally thought it was a great idea to alleviate some of the pressures on the NHS and help provide older patients being discharged with a safe, quality, temporary housing/care solution. The Housing Providers were initially unsure of how this approach would work and how permanent residents in sheltered housing/extra care would view people coming for a short stay. Through these critical stages, we've secured buy-in from our housing partners and the residents are always consulted before a new neighbourhood apartment goes live.

We've also seen that residents really welcome the temporary residents to their schemes and they ensure that they can take advantage of all the schemes benefits such as activities, lunches and coffee mornings, for example. The impact of social isolation means that the temporary resident is unlikely to feel lonely and they have first hand experience of living in a positive housing setting, proving that the model works for Manchester. Our housing partners now actively 'offer' adult social care voids which has helped us grow to 30 apartments today...with more growth planned in the pipeline.

Lastly, it's a great example of partnership working and I'm proud of the service and the demonstrable benefits/outcomes (and hand-holding too) to older people in Manchester at a time when they need a little bit of extra help and kindness to work through the complex maze of housing and care options.

## Partner logos



## Note

The views expressed in this paper are those of the author and not necessarily those of the Housing Learning and Improvement Network.

# About the Housing LIN

The Housing LIN is a sophisticated network bringing together over 20,000 housing, health and social care professionals in England, Wales and Scotland to exemplify innovative housing solutions for an ageing population. Recognised by government and industry as a leading 'ideas lab' on specialist/supported housing, our online and regional networked activities, and consultancy services:

- connect people, ideas and resources to inform and improve the range of housing that enables older and disabled people to live independently in a home of their choice
- provide insight and intelligence on latest funding, research, policy and practice to support sector learning and improvement
- showcase what's best in specialist/supported housing and feature innovative projects and services that demonstrate how lives of people have been transformed, and
- support commissioners and providers to review their existing provision and develop, test out and deliver solutions so that they are best placed to respond to their customers' changing needs and aspirations.

To access a selection of related resources on health and housing intel, visit our dedicated pages at: <https://www.housinglin.org.uk/Topics/browse/HealthandHousing/PreventionReablement/>

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