



Nottingham  
City Council

Housing  
Services



Nottingham and  
Nottinghamshire



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# Housing to Health

Bringing housing and health together at the front line

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Summary report 2015-2023

# Linking housing and health in Nottingham

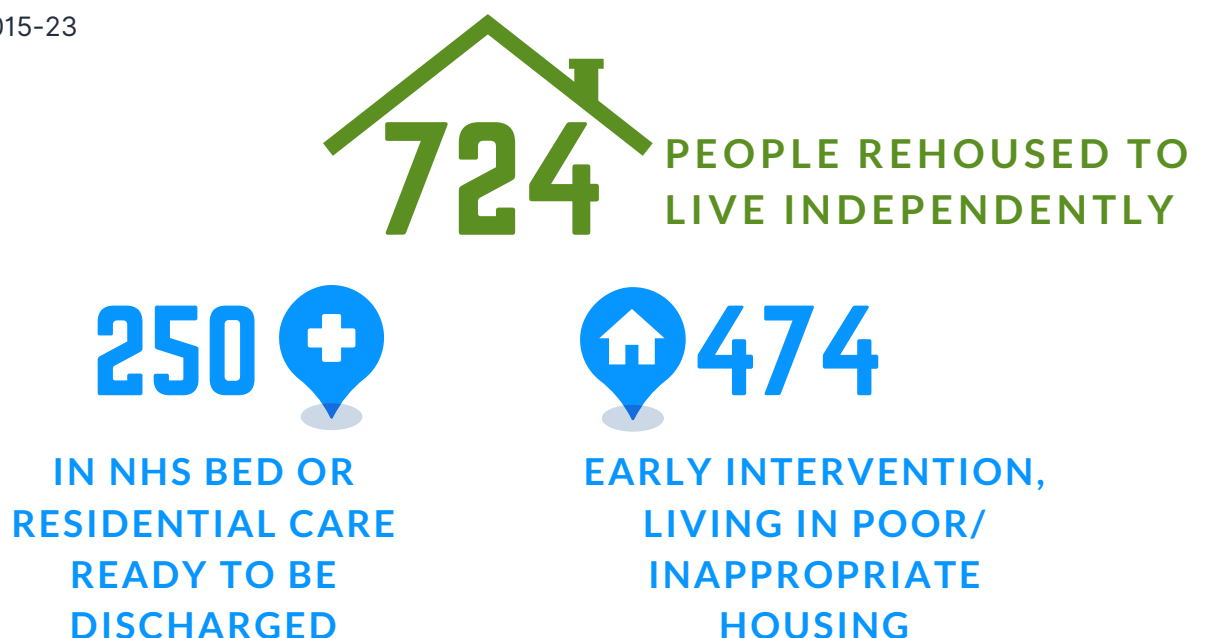
**Housing and health integration at the front line:** The Housing to Health (H2H) scheme aims to ease the strain on the health service and adult social care by finding suitable homes to speed up a patient's discharge from hospital, or directing people at risk of being admitted to hospital due to poor living conditions into good quality social housing. Our Housing Health Coordinators (HHCs) take referrals from health professionals in the hospital or in the community. They help source suitable accommodation, such as Independent Living or wheelchair-adapted homes. They support the individual and their family through the whole process, ensuring they are set up to live independently in their new home.

## Early intervention case study

Daniel\* (aged 28) has a renal condition that requires dialysis three times a week. After a recent complication of his renal condition, Daniel was admitted to hospital and sadly had to undergo a leg amputation, so he is now an essential wheelchair user. Daniel was discharged from hospital to his mum's home, but this was not suitable for his needs. He had to live in one room downstairs with a hospital bed and commode, with no independent bathing facilities. As a young man, he found this very distressing and was eager to regain his independence. His Occupational Therapist referred Daniel to the Housing to Health service.

The HHC found Daniel a suitably adapted bungalow where he could live independently. This type of property is highly sought after (with an average waiting list time of almost two years) but due to his medical needs and with the support of the HHC, Daniel was able to move in after just 84 days. The HHC made sure Daniel was set up in his new home, setting up utilities and ensuring Daniel had all the correct benefits in place. Daniel now has his independence back, and needs less support from Adult Social Care, and is able to have dialysis at home instead of travelling to hospital three times a week. \*Name has been changed

Total figures for 2015-23



# 2022/23 review: Housing and health support for increasingly complex cases

**Reducing the burden on health services in a challenging context:** In 2022/23, the NHS continues to face pressures on resources caused by the backlog of cases following the Covid pandemic. National and local housing challenges also mean increasing demand and long waiting lists for social housing. H2H patients' health and wellbeing needs are more complex than ever, with continued higher level of mental health issues. The HHCs have worked innovatively to find suitable homes for their patients - working closely with housing teams to prioritise available properties and targeting lower-demand properties. Despite these challenging circumstances, this year the project has supported:

**23 patients** discharged from health or social care beds



**68 early interventions** 82% at risk of hospital admission due to poor/inappropriate housing

**PEOPLE REHOUSED TO LIVE INDEPENDENTLY**

## Reducing the burden on health and care services

In 2022/23 the average rehousing time via H2H was **8 months less** than the general housing waiting list



**AVOIDED 3,109** bed days in NHS or Adult Social Care

In 2022/23 hospital data showed that H2H patients had **2 fewer admissions** per year following H2H support



**REDUCED 42** admissions per year after H2H support

"I have used the Housing to Health service several times and have found the service to be incredibly helpful. As a social care professional, I often turn to this service when I have a citizen whose needs mean that they would not be suitable for mainstream housing, or for people who are difficult to house due to their mental health needs. I have found the staff to be responsive, knowledgeable and reliable.

In my experience, the service always manages to support citizens to find suitable housing. If a citizen doesn't meet criteria, then staff at Housing to Health are always helpful in signposting colleagues to other suitable services or providing advice on best courses of action."

Community Care Officer, Nottingham City Council

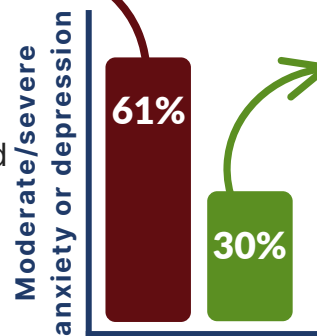




# Improving mental health and wellbeing

## Baseline:

Levels of poor mental health among people referred to H2H is higher since the Covid pandemic. In 2022/23, more people reported feeling socially isolated and unsafe in their previous home.



## After H2H:

73% of patients had a higher mental well-being score. 96% patients now feel safe and have enough social contact in their new home.

Before I moved I was ill with my mental health but I feel much better now.\*

Happier than before, not crying and generally upset as often.\*

\*H2H customer quotes, 6 months after H2H support

## Hospital case study

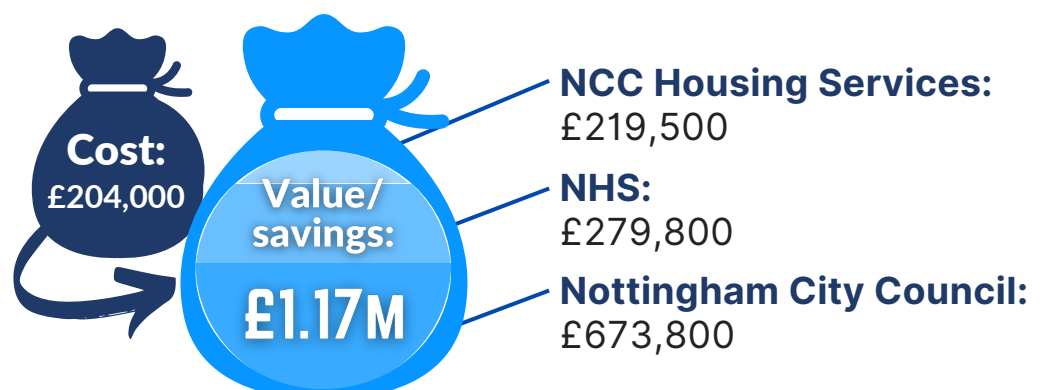
Linda\* (aged 70) was referred by the hospital Integrated Discharge Team, as she had suffered two strokes and a brain injury which resulted in her becoming an essential wheelchair user. Her current property was an upstairs flat, and her Occupational Therapist advised that she could not be discharged home to this flat. Linda was transferred to a neurological rehab unit while her accommodation was being sourced.

The HHC met with Linda and her OT to discuss her housing needs, and then completed the housing application, including applying for medical priority, and began searching for a suitable property for Linda. The HHC was able to source a fully-adapted wheelchair accessible bungalow within 6 months - compared to the average waiting time of 18 months without H2H support.

Moving to a bungalow suitable for her needs has had a significant positive impact on Linda's health and independence. She was able to be discharged from the neurological unit to her own accommodation, both freeing up a high demand NHS bed and allowing her to live comfortably in the community.

\*Name has been changed

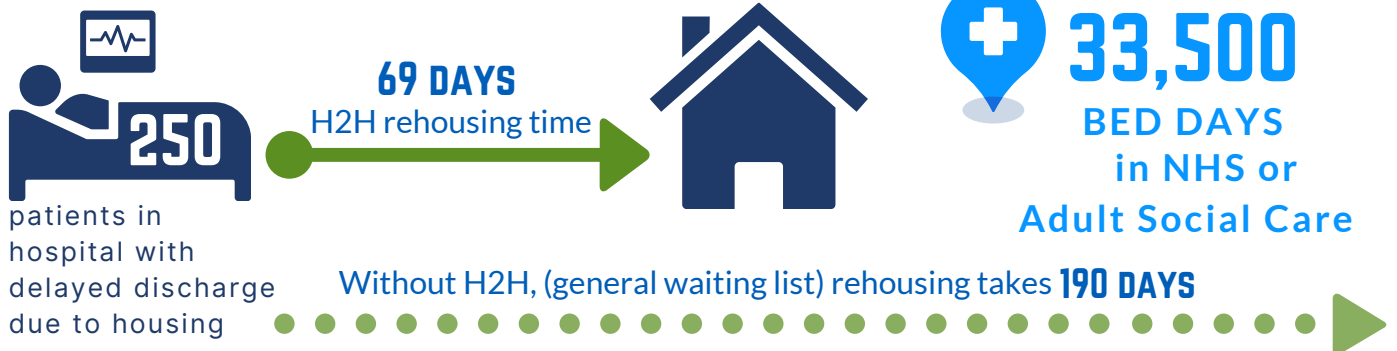
## Return on Investment 2022/23



# Overall health impact 2015-2023

The H2H service works within local hospitals to support patients whose discharge is being delayed due to housing issues. It speeds up the re-housing process so that patients can be discharged more quickly, to homes where they can live independently. The H2H service has a positive long-term effect on patients' health - reducing their hospital readmissions and improving their health and wellbeing.

Total/average figures for 2015-23:



## Health and wellbeing after 6 months



22% increase in self-reported health

13% increase in health-related quality of life (EQ5D)



19% improvement in mental-wellbeing score

83 people no longer suffering anxiety or depression

I was extremely unhappy at [my previous home]. Since moving my life has changed so much. I am paying off my credit card and saving, I now receive more money because I get pension credit. I am healthy and don't drink much anymore. I have made new friends and go with them to groups. I am happy.\*

\*H2H customer, 6 months after support



Year before H2H:

4 admissions per patient  
52 days in hospital



Year after H2H:

2 admissions per patient  
14 days in hospital

**-514**



REDUCED  
HOSPITAL  
READMISSIONS

Cost saving

**£2.5m**

**NHS**

Admissions data provided by Nottingham University Hospitals NHS Trust.

Full details about the data and evaluation can be found here:

<https://nottinghamhomelink.org.uk/section/housing-to-health/>

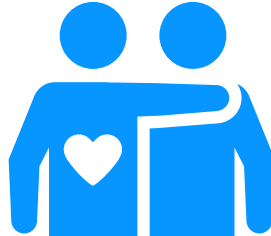
# Overall wider impacts

9.7 out of 10 satisfaction with service



94% couldn't have moved without the service

88% better able to manage health at home



56% were socially isolated before  
**Now, 90% have enough social contact**

98% feel safe at home since moving



**PATIENT OUTCOMES**



Carers report 55% improvement in their quality of life

## NCC Housing Services



**Increased rental income**  
From filling empty properties quicker



**Fewer empty properties**  
Improved uptake of older persons accommodation

## Nottingham City Council



**Reduced burden on Adult Social Care**



**Less homelessness**  
85 people avoided becoming homeless



**Fewer home adaptations**  
451 costly home adaptations avoided

Total/average figures for 2015-23

**£10M**

Financial savings/value generated

**£7.77**

Financial return on every £1

**£12.80**

Wellbeing Value for every £1