# Change 10: Housing and related services

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| Stages | Not yet established | Plans in place | Established | Mature | Exemplary |
| **Systematic response, and demand/capacity** | Housing and homelessness issues are not considered as part of a discharge support strategy. | Responses to housing issues and homelessness are usually discussed during ward rounds. | Staff have clear guidance which they routinely use to inform referrals and advise people and their families.  | The impact of housing and homelessness issues on discharge and people’s outcomes is understood and used to improve them. | System planners use demand, capacity and impact data to improve support, to avoid delays because of housing needs or homelessness. |
| **Early needs assessment and response** | Housing status and support needs are not part of the admission checklist. | Amendments to the checklist are proposed/being considered. | A person’s housing status and support needs are routinely noted on admission and where needed acted on during their hospital stay.  | A person’s housing status and support needs are part of a wider housing needs assessment on admission, with support put in place, including temporary accommodation if necessary, by expected discharge date. | There are no delays caused by not knowing a person’s housing status or acting on their support needs. Particular attention is given to their health needs in relation to vulnerability. |
| **Integration/joint working** | Service response is slow, disjointed or unavailable, causing delays. | Links between housing and discharge teams are being planned. | Discharge services have a named housing link, and there is regular contact between services/staff. | Housing staff are part of discharge support services, and good working relationships across the system are reducing delays or problems.  | Joined-up services deliver timely, person-centred support which maximises recovery and independence.  |
| **Home adaptations, equipment, telecare and health**  | Staff are not aware of available services. | A stock take of available support is being undertaken. | Discharge services know what is available and routinely access in good time. | Support is quick and easy to access, and is delivered promptly, avoiding discharge delays. | Support is integrated with related services, delivered 24/7, and takes account of any needs such as special equipment, rehabilitation and so on. |

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