

Change 9: Housing and related services

	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 people who have housing needs or are homeless.
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.	Discharge is timely because staff know a person's housing status and act on their support needs. Particular attention is given to their health needs in relation to vulnerability to COVID infection.
Integration/joint working	Service response is slow, disjointed or unavailable.	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 there are good working relationships across the system.	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.	Support is integrated with related services, delivered 24/7, and takes account of any COVID-related needs such as special equipment, rehabilitation etc.