



Foundations

DFG Case Study #8

Family Mosaic Kent

March 2017

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About Foundations

Our Mission

To share the magic about what makes good home improvement and adaptation services

Our Vision

A thriving range of home improvement agencies – supporting people to live safe, independent and happy lives in the home of their choice

Our Objectives



Identify and meet the training needs of the sector



Engage with stakeholders, providers and commissioners and facilitate networking opportunities



Represent and promote the sector



Develop tools and resources for providers and commissioners



Monitor activity, quality and performance and find out what good looks like



Develop and promote quality assurance systems



Provide an information management and workflow system

For more information visit: www-foundations-uk-com

Our Values

Our shared values guide our actions and describe how we behave:

Leadership:	The courage to shape a better future
Collaboration:	Leverage collective genius
Integrity:	Be real
Accountability:	If it is to be, it's up to me
Passion:	Committed in heart and mind
Scalable:	National solutions for a local scale
Quality:	What we do, we do well

About Home Improvement Agencies

Home Improvement Agencies (HIAs), sometimes known as Care & Repair or Staying Put schemes, help vulnerable people maintain independence in their own homes. Their services include:

- visiting clients at home or providing detailed telephone advice;
- setting out housing options to help clients decide what type of housing is best suited to their changing needs;
- checking entitlement to any financial help, including grants and charitable funding;
- project management, drawing up plans, getting estimates and liaising with others involved in any building work/adaptations needed, such as council grants officers and occupational therapists;
- provision of handyman services, to carry out small jobs around the home, help with gardening, or coming home from hospital; and
- helping to make homes more energy-efficient.

A searchable directory of accredited HIAs and handyman services is available at:

www.findmyhia.org.uk

About FILT

Foundations Independent Living Trust (FILT) is the charitable arm of Foundations.

FILT helps older and vulnerable people live with dignity in their own homes this by operating funds which enable local HIAs to provide a range of support including repairs and improvements to people's homes.

FILT distributes Corporate Social Responsibility and charity funds through the network of HIAs. These then deliver a fast and effective service by assessing the customers' needs and carrying out the necessary work quickly and cost-effectively.

Foundations manages the delivery of these programmes, reporting to an independent board of trustees.





How it works

Tunbridge Wells, Tonbridge and Malling, and Sevenoaks councils are jointly funding and working with Family Mosaic to employ a full time Health and Housing Co-ordinator. This post is based in the Pembury Hospital and is part of the Integrated Discharge Scheme, assisting with discharge of patients and making referrals to an enhanced Handyperson Scheme, also jointly funded by the three authorities. Family Mosaic directly manages the co-ordinator post and provides the handyperson service.

In addition to liaising with health colleagues and raising awareness of the role, the co-ordinator will facilitate home discharge and undertake a subsequent home visit to assess the home environment. Where appropriate, referrals will be made to both the handyperson and the OT co-located in the district and boroughs. The handyperson will undertake minor works and/or provide equipment to enable a safe and timely discharge from hospital and prevent re-admission. Works undertaken may include moving beds from upstairs to down, assisting with removal of clutter or hazards, and installing key safes. The co-ordinator's role will also be to spend some time in the Accident and Emergency department (to prevent unnecessary emergency admission), and generally understand and link housing and wider health and social care needs for patients coming into hospital.

This pilot has been operating since early November 2016, with the co-ordinator role being covered at 2 days per week, the post has now been offered to a successful applicant on a full time basis and there will be a period of hand-over to ensure a smooth transition.

It has been agreed that there will be review of the pilot at the end of the financial year (March 2017); this will include a review of expected discharge dates (EDD) vs actual discharge dates, to establish financial savings to the NHS. A further evaluation will be conducted towards the end of the pilot and there is a continued collation of case studies throughout the duration of the pilot.

Dartford and Sevenoaks councils are exploring this Hospital Discharge Scheme concept and hope to take this forward in early 2017.

Length of Pilot Model: November 2016 – November 2017, 12 months

Source of funding: Better Care Fund



Foundations

THE NATIONAL BODY FOR HOME IMPROVEMENT AGENCY
AND HANDYPERSON SERVICES

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