



Case study

**West of England Care & Repair
Home from Hospital
Casework Service**

Summary

West of England Care & Repair (WECR) is a 29 year old home improvement agency serving clients across a sub-region covering three local authority areas – Bath and North East Somerset, Bristol, and North Somerset. A previous [cameo](#) highlighted the extensive range of services available for clients, whether self-funders or paid for by others.

Through local authority contracts WECR provides hospital related casework, supported by Handypersons and trusted local contractors, to enable early return home for patients in Bristol and North Somerset hospitals. In North Somerset the partnership of organisations providing support to patients and their carers within the local hospital is represented by Alliance Homes whose project worker coordinates activity and ensures the appropriate agency carries out the necessary intervention to an agreed timescale.

In Bristol a WECR caseworker visits the main hospitals liaising directly with hospital staff and coordinating responses. For example at the Bristol Royal Infirmary (BRI) the caseworker is a member of the Integrated Discharge Hub, a dedicated group of hospital and external agency staff who are co-located within the hospital, and whose main role is to speed up release from hospital of those patients who are fit to be discharged but who cannot be for reasons other than their immediate health issue. The work of the team and the discharge waiting list is the subject of a weekly meeting of senior hospital managers who actively review cases.

The work that results from a referral ranges from fitting key safes, grab rails, electrical safety and heating repairs to replacing flooring and major house clearances. Funding is from within the contracts that WECR holds and from fundraising by our caseworkers.

Name of project - Home from Hospital Casework Service

Contact - Dan Lyus, Director of Development, 0300 323 0700

Email - Dan.Lyus@wecareandrepair.org.uk

Region - West of England

Location - Bristol and North Somerset

Website - www.wecr.org.uk

Target population - Disabled adults and older people awaiting discharge from hospital into North Somerset and Bristol.

Target population

Disabled adults and older people awaiting discharge from hospital into North Somerset and Bristol.

Aims

The service provides practical housing related support, which complements the services of other organisations, to ensure rapid, well managed discharge from hospital, aid re-ablement and prevent admissions and re-admissions. The aims are:

- To ensure rapid, well managed discharge from hospital
- To reduce public expenditure
- To reduce readmissions
- Reducing disrepair, reducing significant hazards and improving housing conditions
- Reducing accident risks in the home that could lead to preventable injuries and hospital admissions, including through falling, the fear of falling, tripping and fire
- Improving energy efficiency, reducing fuel poverty and reducing excess winter deaths.

Activity to date

The service has operated for just over three years and in that period it has directly supported 500 hospital discharges.

Outcomes

The service seeks to support the delivery of the following outcome:

- Service Users are supported so that they can return home and recover from illness as soon as possible and/or that they avoid going back into hospital.

WECD completed a mini evaluation of the service in 2014 with one of the commissioners in the West of England Partnership and we established that the average cost per patient of the service to the statutory services was approximately £280 whilst the average amount of hospital bed days saved to the NHS were three per patient.

Case studies

Mr F is an 83 year old man who was admitted to Frenchay Hospital after being hit by a car. A joint visit with Mr F was requested by the hospital Social Worker to see what work was required to facilitate a safe discharge from hospital.

The WECR home from hospital caseworker found the Local Authority property to be in a poor state of repair and was cluttered with newspapers, magazines, old food, used incontinence pads and evidence of infestation of rodents, maggots and flies.

In agreement with Mr F, the caseworker drew up an action plan for clearing the property and a letter of consent was obtained stating which items could be disposed of and what could be kept.

WECR arranged to clear the property, a deep clean and new carpets for the front room, bedroom and hallway and repairs to the kitchen that was damaged. A new bed was provided as the existing had evidence of rodent infestation. A key safe has been fitted to assist cares to access the property.

Mr W is a 92 year old man who was unable to return home from Frenchay Hospital after being admitted due to a fall as he did not have working electric at his home. A roof leak had shorted his electrics and his stair lift and heating were no longer working. The WECR home from hospital caseworker liaised with the patients' family and arranged for an electrician to test the electrical system. A partial rewire was required and the electrics needed upgrading to current legal standards. The hospital temporarily discharged Mr W to his daughters' home with the assurance that this work was carried out. The WECR home from hospital caseworker also ensured that Mr W applied for and secured Attendance Allowance.

MS L was admitted to hospital as her care needs had increased and her flat was not equipped to meet these needs. Care and Repair were contacted by the hospital OT as Ms L was medically fit for discharge, however she was unable to return home as the flooring in her flat was not suitable for the mechanical hoist she required as a temporary measure until the overhead hoist could be installed. The caseworker from Care and Repair met a flooring contractor at the property and arranged for the floor to be changed to a more suitable surface.

Feedback from partners

“I just wanted to say thank you for all your help with this situation. I felt you were very tactful and compassionate in your conversations with Mr F and he obviously trusted you enough to clear out his house without him being there. The situation with his house is one that has obviously been ongoing for some years and without the assistance from care and repair I do not think I would have got very far with sorting out this situation.”

Social Worker, Frenchay Hospital

“Thank you so much for the speediness of all this, it really has made a huge difference – it will save a full weeks stay in hospital waiting for the overhead hoist to be fitted, which is going to make such a big difference to J's mental health (!) and I would love to know how much of a financial saving it will be!”

Occupational Therapist, Frenchay Hospital

For more good practice case studies and further information about housing and health see our [website](#).

We would welcome any feedback about content.

Please email info@careandrepair-england.org.uk

Every effort has been made to ensure that the information in this document is accurate.

However, Care & Repair England does not accept any responsibility for errors or omissions.

Care & Repair England is an Industrial and Provident Society with Charitable Status No.25121R

Copyright © Care & Repair England. No part of the document may be reproduced in whole or in part without written permission.

Published 2015