

The 1st HEIW / SCW virtual conference 'Informing the future of the **Mental Health Workforce** in Wales'

Case Study Housing Manager for MH and LD

What did you do and why?

ABUHB currently has a Housing Manager for MH and LD in place who has a strategic role in looking at current and future needs, linking in with all Local Authority and 3rd sector partners. The role will lead on any new developments and opportunities and take forward the recommendations from the Campbell Tickell Housing Needs report commissioned in 2018 by ABUHB. In addition to this an operational post in the form of patient flow coordinator sits underneath the role. assisting individuals. The Patient Flow Co-coordinator plays a pivotal role in joining up all external partners from local authorities, housing associations and third sector providers to ensure that when a person is medically fit for discharge all welfare matters have been addressed to ensure a safe, rapid discharge. This would ensure continual bed flow in wards, maximising in house capacity and opportunities to step people down from Low Secure Units (LSU) or Locked Rehabilitation Units (LRU). Advice and guidance also offered to individuals stepping down from continuing health care placements.

What was the impact on service users?

Housing has become a pivotal part of the planning for service users and a more holistic approach has been reached. The Housing Manager recently led the development of a recently opened 4 bedroom step down, supported living provision in partnership with Pobl Group. for ladies with a MH condition. The project, though only opened in June is showing excellent outcomes for the individual and also reaching a financial saving. The development of a support house to enable individuals to have initial care in a community setting is now to be created. The Patient flow coordinator, despite covid, has been able to

carry out 93 interventions with service users on the wards, preparing them for discharge. These interventions include; Housing registration, Benefit applications, Discretionary Assistance Fund Grants, on going tenancy support referrals.

What was the impact on staff?

Staff have been able to access advice from both the Housing Manager and Patient Flow Coordinator on matters relating to housing etc. allowing them to be more informed in their thinking and approach to the service user.

What lessons did you learn?

Both Posts only started at the beginning of 2020, and were both impacted by Covid 19. What has been obvious is the benefit of having links at both a strategic and operational level. This has improved relationships between partners and enabled a more joined up service to be offered to the service users from an operational point of view. From a strategic point of view analysing the current and future needs has also been welcomed by all partners.