

North Somerset Council

REPORT TO THE ADULT SERVICES AND HOUSING POLICY AND SCRUTINY PANEL

DATE OF MEETING: 15 JULY 2016

SUBJECT OF REPORT: RESPONSE TO THE ASH HOMELESS HOSPITAL DISCHARGE WORKING GROUP REPORT & RECOMMENDATIONS

TOWN OR PARISH: ALL

COUNCILLOR PRESENTING: CHAIRMAN OF THE PANEL, COUNCILLOR REYNA KNIGHT

KEY DECISION: NO

RECOMMENDATIONS

That the Panel:-

- (1) consider and comment on the response from North Somerset Clinical Commissioning Group (NSCCG) and Weston Area Health NHS Trust (WAHT) to its recommendations in respect of support services for homeless patients being discharged from hospital.
- (2) request that the NSCCG and WAHT attend the next meeting of the Panel to report any progress on the implementation of the recommendations.

1. SUMMARY OF REPORT

The Adult Social Services and Housing Policy and Scrutiny Panel (ASSH) established a working group to investigate concerns about the provision of support services for homeless patients when being discharged for hospital and to consider opportunities for improvements.

The working group reported on its findings in February 2016 (see appendix 1) and Members are asked to consider the responses from the NSCCG and WAHT to this report (see appendix 2) and to comment as appropriate.

2. POLICY

Policy and scrutiny contributes towards the council's corporate aim: Improving the way we work. Most reviews undertaken by this Panel contribute towards the Council's aim of enhancing well-being.

3. **DETAILS**

Following the publication in July 2014 of a Healthwatch North Somerset report highlighting concerns about the provision of support services for homeless patients at discharge from hospital, the ASH Panel established a working group to investigate these concerns and to consider opportunities for improvements.

The Panel working group agreed the following objectives:-

- to build on the findings of the Healthwatch report by further investigating the effectiveness of processes and services connected with the discharge of homeless people from hospital; and
- to explore opportunities to improve services.

Meetings were arranged with outreach workers and other support service providers, referral agencies and with commissioners and the Weston Area Health NHS Trust.

The specific aims of these meetings were: –

- a), to further investigate and isolate the *key challenges and gaps* in service provision by talking to support workers (those with direct experience of providing housing and follow-up health care to homeless and vulnerably housed patients); and
- b) to identify *potential improvements* in a subsequent focussed discussion with the hospital and commissioners about these identified challenges and gaps.

The findings and recommendations of the working group were set out in its report (see appendix 1) and were subsequently endorsed by the Panel at its informal meeting on 18th March 2016. NSCCG and WAHT's response to this report is at appendix 2.

4. **CONSULTATION**

The following were consulted by the working group:-

Mark Hughes, Head of Housing and Directorate Governance, NSC
Lynn Trigg, Housing Advice Team Manager, NSC

Support agencies (outreach): **NSCP Outreach Nurse** – Kelly Smith; **Somewhere to Go** – Joan Eales; **Nightstop** – Claire Laroche (Outreach Officer YMCA); **St Mungo's** – Josh Gulliford

Support agencies (referrers): **Home from Hospital** – Jenny Kealy and Charlotte Bader (Alliance Homes); **British Red Cross** – Peter Ball and Helen Butler; **NSC Housing Advice Team** – Hannah Jones

Commissioners and Hospital: **North Somerset CCG** – Julie Kell, Megan O'Brien, **NSC "Supporting People"** - Shaun Fitzpatrick, Maria Reeve; **Weston Area Health NHS Trust** - Suzanne Luxton

5. FINANCIAL IMPLICATIONS

N/A

6. RISK MANAGEMENT

Risk assessments would be undertaken in respect of any future work.

7. EQUALITY IMPLICATIONS

The work of the Panel is based on the council's commitment to ensure that the consideration of equality and diversity becomes a day-to-day part of decision-making to bring about positive changes that are felt by services users and employees. Equality Impact Assessments should be completed for every review the Panel undertakes.

8. CORPORATE IMPLICATIONS

Corporate implications would be dependent on the outcome of individual reviews.

9. OPTIONS CONSIDERED

N/A

AUTHOR

Leo Taylor
Scrutiny Officer

Tel: 01934 634621

E-Mail: leo.taylor@n-somerset.gov.uk