

Appendix B – Hospital Discharge Workers case study

One of the main aims of the Hospital Case Workers is to free up acute ward beds as quickly as possible, even when discharge is not to the patient's long-term residency.

Patient B was admitted to hospital on 12th April 2023. The HCW received the referral from the same day as the patient had NRTR on the ward (27th June). The HCW immediately put through various emergency repairs to the Council's property maintenance service and secured a move home for patient B, 12 days after receipt of the referral. His existing home was not suitable for long term occupation and the HCW secured a new suitable home with a local Housing Association. Patient B moved in 14 days later on 21st July 2023. This also had the knock-on effect of releasing a 4 bed Council property back into the Council's letting scheme for a family to occupy.

Even though this case is a relatively straight forward intervention, it is possible to reflect on the difference the HCW has made financially, just in this case alone.

Case outcome if the HCW had been alerted of issues at home within a month of patient A coming to hospital

- If the HCW had been contacted within 32 days of patient A being admitted to hospital, flagging up the housing repairs preventing discharge home, the HCW would have had the repairs completed by emergency order in time for the patient to return home on the day he became NRTR.

Cost to LTHT = £0

Case with HCW alerted when NRTR.

- The HCW was alerted to this case on the day patient A became NRTR. Using the HCW's fast-tracked procedure, the outstanding work was completed within 12 days. Calculating using the conservative estimate for cost of a lost bed day.

Cost to LTHT = £6,000

Case outcome before HCW in post

- If this case had been received prior to the introduction of the HCW's, a referral would have been required to go to the correct housing management office, who in turn would put a works order through to Property Management. The repairs would be on a 28-day order. From the knowledge base in TOC prior to the HCW taking up post, to have the repairs logged with the right office and then ordered would have been at least 5 days and probably longer. If the HCW had not been present, the move to a temporary home would not have been possible and patient A would have remained on the ward until a suitable Council property was identified. The tenant actually moved into his new permanent Council home on 12th September 2024, some 78 days after being NRTR. This is assuming that the family or other agency secured a suitable dwelling for patient A as quickly as the HCW did. The wait could well have been much longer.

Cost to LTHT = £38,000

Appendix B – Breathe Easy Homes Case Study JB

J is a 10-year-old female who was referred to Care & Repair by a Pediatric Respiratory Consultant at Leeds Children’s Hospital due to having asthma and problems with damp and mould in the home. J has an allergy to house dust and low to medium breathing issues and lives in a LCC property with her mum, dad, and 3 siblings aged 12, 4 and 3. The youngest child has also started wheezing.

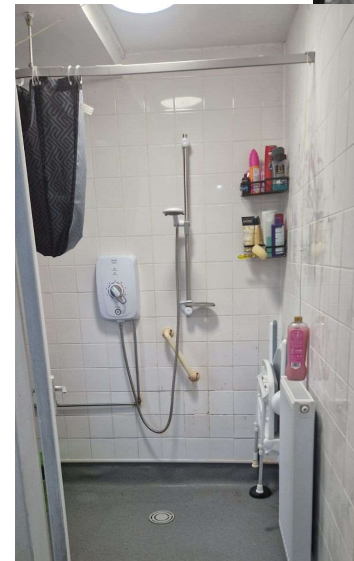
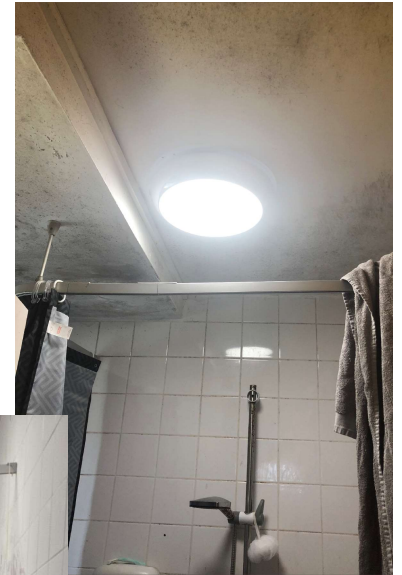
C&R found severe damp and mould in every room, including the loft. J’s bed had to be pushed next to a window coated in mould as she shared with her sister and the room was also used to store her dad’s dialysis equipment. Mum regularly cleaned the mould and kept windows open, but the quantity of the mould became unmanageable.

C&R provided an air purifier, dehumidifier and an ailer to improve the air quality of the home and contacted LCC who sent out a surveyor and recommended a new wet room, new window in J’s room and to treat the wall in the master bedroom. LCC sent out a second surveyor to look at the other problems we had identified, including the repair of the leaking chimney stack, a new UPVC window in the wet room, new tiles in the shower, to regrout and reseal the basin and the hole in the wall outside the wet room. LCC are also treating and plastering the wall in the lounge as well as providing 2 square metres of new skirting.

The family was referred to Green Doctor for an energy advice visit and a £100 fuel voucher. Green Doctor also spoke to OVO about any fuel debt the family might have.

As the 4 children shared 2 bedrooms, C&R made a referral to Zarach and the family has been provided with two new sets of bunk beds allowing J to be moved away from the window. This has cleared space for belongings rather than them being stored in the lounge which was impacting the buildup of dirt and dust and mum couldn’t clean properly. When C&R followed up on how things were going mum said, ‘you can really feel a difference in the room, it just feels nicer to breathe’.

Before BEH intervention



After BEH intervention

Appendix B – Breathe Easy Homes Case Study

AN

A is a 10 month old female referred into the Breathe Easy Homes by her GP as she regularly presented with respiratory concerns. A has a regular cough and struggles to breathe at night as well as has eczema. She has had one chest infection in the past 12 months and has been to the GP 3 times due to her breathing. Mum reports A's breathing is worse at night time and in the winter. Mum's first language is not English. A lives in a privately rented room with her mum. The property has 3 rooms and 5 people in total sharing, including A. There is mould on the window in the room as well as in the corner of the room. The house shares one drying rack and has no Hoover so carpets don't get cleaned. The house is stuffy and overcrowded, mum regularly tries to ventilate the room by leaving the window open but cannot do this all the time as it would make the room too cold for A.

The equipment we provided was a combination dehumidifier and air purifier, a drying rack and a Hoover. Mum has reported the problems to her landlord who regularly ignored her and told her that if she didn't like the mould then she should find another place to live. We attempted to call the landlord multiple times, leaving voicemails but could not get through.

We referred the property to Leeds City Council private team who were already aware of the case and had sent a letter out to the landlord. Following this, we have been updated that the landlord has rectified the problem and completed the works. We are waiting for the details of what works have been completed.