



How Difficult Can It Be?

A Personal Journey Through The Housing,
Health & Social Care Systems 2019



February 2019

Type1 Diabetic 40 yrs+

- Neuropathy –external/ autonomic
- Registered Blind
- Polypharmacy - Liver Disease

Hypertrophic cardiomyopathy

Major Stroke

- Left side weakness
- Cognitive impairment (processing)
- Epileptic Seizures
- Falls

Rural Homeowner

Relationship Breakdown

At Risk

- Neglect
- Psychological Abuse
- Depression
- Isolation
- Unsuitable Environment

Frequent Hospital Admissions

Sofa Surfing on £114 per week



April 2019

- Floating Support Worker - Housing Application
- LA Housing system change – 4 month backlog
- Safeguarding risks increase
- Increasing concerns from medical professionals
- Multiple paramedic call outs
- Several hospital admissions
- Unstable diabetes

May 2019

- Redo Housing Application
- Application to Extra Care
- ASC assessment / Reablement – NFA
- Collate medical evidence for EC
- Support workers on sick leave
- Paramedic call outs – coma, falls and severe seizure

June 2019

Visit to EC

- Distress
- Cannot meet your needs as unpredictable
- All residents are much older – not suitable
- GPS SOS Tracker
- Panel Letter

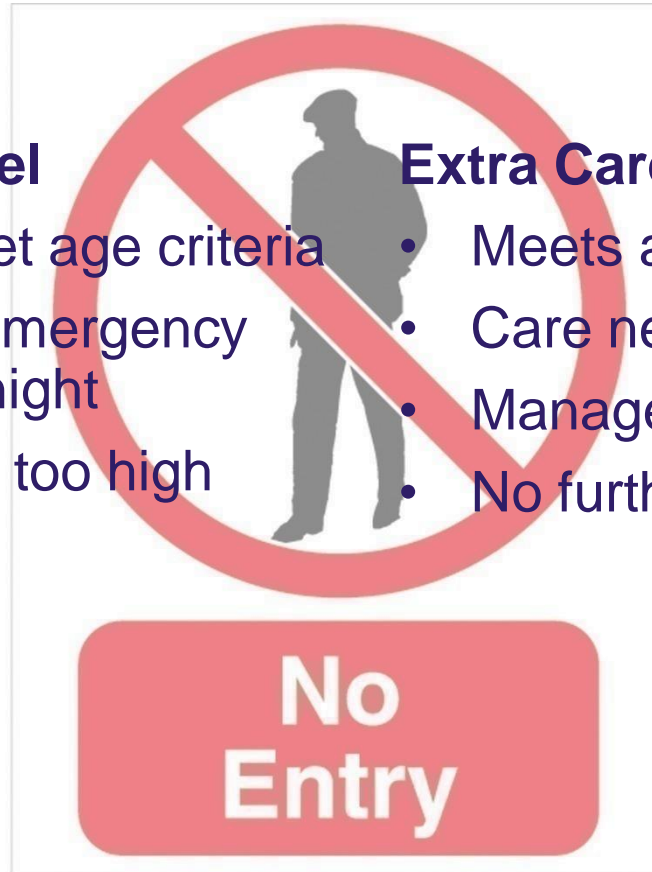
July 2019

Extra Care Panel

- Does not meet age criteria
- Unplanned, emergency response at night
- Health needs too high

Extra Care Appeal

- Meets age criteria
- Care needs too low
- Manage in sheltered
- No further right to appeal



August 2019

- Upgrade sofa to bed
- Care assessment
- Still not on housing register
- Register emergency accommodation
- Nothing suitable needs EC!



September 2019

- Appt Snr Housing Officer
- Registration successful
- Offered 2 bed ground floor flat
- Care package in temporary accommodation



Care Gateway

- PDT
- Sensory
- Occupational Therapist
- Assistive Technology
- Financial Benefits – PIP
- Universal Credit



alamy stock photo

SPIRIT – a new HA ethos for the 21st Century

Support –always there to help customers and colleagues

Positive – a ‘can do’ attitude, encourages others to achieve

Integrity – always delivers on promises, open and honest

Respect – treats people fairly and with understanding

Innovative – open to new ideas

Together – achieve more by working well with others

The Flat – Take It Or Leave It!



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The Flat – Take It or Leave It!

- 48hrs to decide
- No 2nd viewing policy
- No Lettability standards
- No tenancy preview policy
- Sign up at HO
- Month's rent in advance
- Obsolete key safe
- External card meters
- Blocked shower drain
- 3 pin pendants
- No Doorbell
- No letterbox guard
- No service charge breakdown
- No handbook – heating etc
- No easy to read tenancy
- Written confirmation of conversations - declined

Pre Move-In

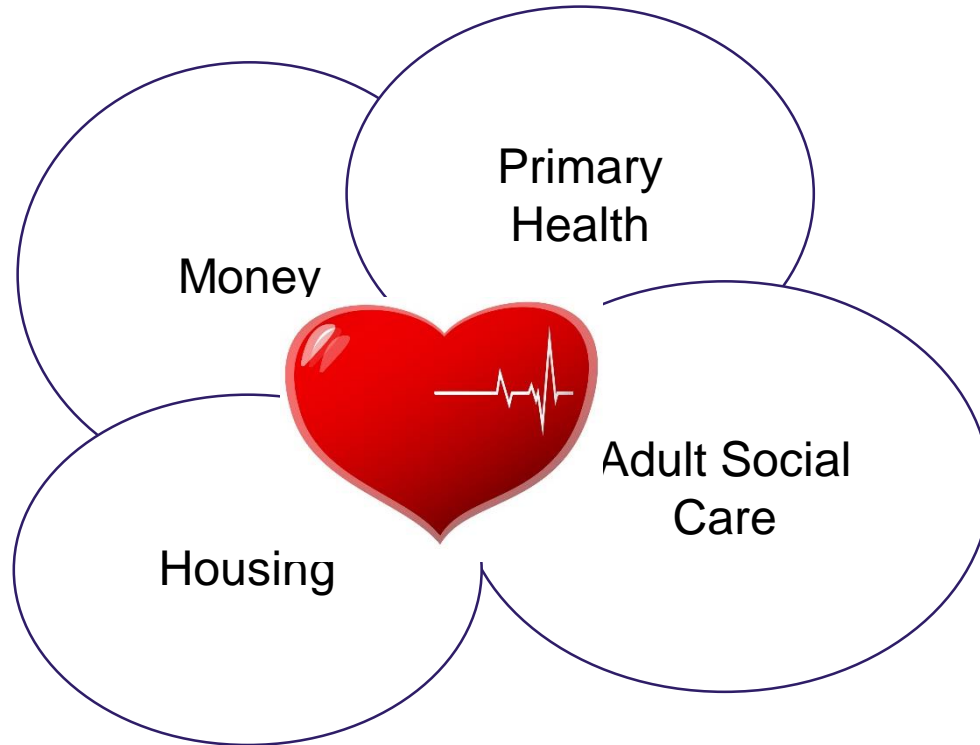
- Care package
- Lifeline
- Bed & chair sensors
- Alexa
- Key safe
- Induction hob
- Toilet light sensor
- Level access shower /flat
- Glucose sensor and app

- Grab rails
- Mobility aids
- Pivotel Dispenser

Still to Do

- Fob entry
- CCTV doorbell
- Motion sensor lights
- Letterbox cage
- Pre payment utility meters

We know they need each other....



But How Can WE ALL Make A Difference

- Story told on at least 20 occasions
- One point of contact
- New housing software system
- Mislaidd medical evidence
- No fixed abode fall out of the system
- No care without a home
- Neighbourhood Officer – no contact for new tenants (6 months)
- Decline in health, stress
- Ineligible for falls prevention – under 65. CC Funding
- Aids and adapts - minor

How Old is Theresa??

