

WELLBEING BEGINS AT HOME



If you have a patient or client whose home has become unsuitable for their wellbeing, or may become so in the near future, HOOP can help.

The Housing Options for Older People (HOOP) service works to provide a better home for those whose health may be affected by where they currently live.

Their work ranges from simply giving practical advice to actually assisting people to find the right accommodation.

HOOP has helped hundreds of people move into a home that better meets their needs since launching in north Manchester in 2015.

The service is now available across the city. It has been developed to assist health and social care professionals when they need to look at housing options with a patient or service.

HOOP officers give expert guidance to help older people make informed decisions about their housing and support. Sometimes that can mean moving home; other times it can mean staying put or making adaptations to improve their existing property.

After providing over 500 people with advice in two years, many HOOP clients now have less need to use health and care services as they:

- are at less risk of injury and health problems
- are able to continue to live independently at home
- are better able to avoid unplanned care home admissions
- are less isolated

The service was created by Manchester Move in partnership with the health services, Manchester City Council and housing providers.

Who the service is for

HOOP clients are aged 50+ and the service focuses on referrals from health and social care professionals who are working with complex cases.

If you feel that your patient or client's housing situation has had or will have a detrimental impact on their health and wellbeing, please get in touch.

It doesn't matter what their current property type is – from home owners and tenants in the social or private sector to those living with family or friends, HOOP can help.

Likewise, the service helps people with a wide range of issues such as:

- health problems that necessitate more suitable accommodation
- hospital discharges
- planning for the future
- moving closer to family
- advocacy needs
- family/carer breakdown
- landlord issues



Peter's story

Peter, 76, lived on his own in a rented two-bedroom house. In July 2016, he was admitted to hospital following a serious fall. After treatment, Peter was transferred to Henesy House re-enablement home for occupational therapy support.

The hospital discharge team felt that returning to his existing home would endanger his wellbeing. As such, his occupational therapist referred Peter to HOOP for information and practical help to find a more suitable home as soon as possible.

A housing and care options advisor from HOOP visited Peter to discuss his options. He was interested in moving to retirement housing close to his current home.

With Peter already registered for rehousing – and thanks to HOOP's close links with a local landlord – the advisor was quickly able to identify a suitable, one-level property with a walk-in shower.

They arranged for the property manager to visit Peter at Henesy House within a few days and, the following week, Peter visited the property with his occupational therapist.

After deciding he wanted to move there, HOOP made the process easy for Peter.

Their housing and care options advisor:

- handed in his notice (and, eventually, his keys) to his landlord on his behalf and successfully requested that any charge for belongings left behind be waived due to his health and circumstances.
- arranged with his social worker and occupational therapist to book a removal company on a day that they could all help (Peter had no family or friends to help with the move). His advisor even met with him the day before to identify what Peter wanted to take with him and help pack.
- advised his chemist of his new address for prescriptions.
- helped him unpack upon arrival at his new home.

Since moving, Peter has not only not had any further hospital admissions but he really enjoys being able to socialise with his property manager and neighbours.



Barry's story

Barry, 53, had an operation to amputate one leg above the knee in summer 2017. He had long-term alcohol-related health issues and, prior to going into hospital, lived on the first floor of a rented one-bedroom flat.

Initially, Barry was keen to return to his flat, despite now needing a wheelchair. However, following a home visit with his occupational therapist, it became clear to him that – with no lift available, steps to his front door and no space for turning circles – returning home was no longer feasible.

Barry was discharged to a transitional flat in a retirement property and referred to HOOP by Manchester City Council's Commissioning Team for Adult Social Care.

HOOP's housing and care options advisor met with Barry to discuss all his housing prospects and helped him to find and bid for suitable social rented homes through the Manchester Move website.

Barry was in considerable rent arrears at the time, which could affect his chances of success.

However, thanks to HOOP's intervention, Manchester Move agreed to override the debt on account of Barry's serious ill health. His advisor recommended to him setting up a payment plan to gradually clear the debt.

The HOOP advisor accompanied Barry to viewings of potential new homes, but it was clear that he was very anxious. He felt that the properties would be isolating and he enjoyed the safety and social aspect he'd experienced in his transitional flat.

Barry's advisor helped him to find, visit and bid on similar retirement properties that would accept applications from under-55s and were suitable or could be adapted to his needs.

With HOOP's help, Barry found and successfully applied for a home that was just right for him. He moved in shortly after and his advisor contacted his former housing officer to explain his health and financial situation and get clear-out charges for his old home waived.

What our service users say

"When working with HOOP, we have had excellent results rehousing patients to prevent crisis intervention in the future. Their support is invaluable for multidisciplinary working with patients and families."

– Madeleine Bevan, Pennine Acute NHS Community Services North Manchester

"I have only positive things to say about this service. They helped my clients to move to properties that meet their needs and they are always available for advice. I have gained insight and knowledge that helps me with my work and therefore helps my clients too."

– Norah McGlacken, Manchester City Council Housing Connect Team

How to make a referral to HOOP

To refer a patient/client to HOOP, please call or email a HOOP officer:

Frances (north) – email: frances.mcdermott@northwardshousing.co.uk
call: **0161 720 5805** or **07595 651 430**

Margaret (central) – email: margaret.mccann@msvhousing.co.uk
call: **07793 257 157**

Jacqueline (south) – email: j.duncan2@southwayhousing.co.uk
call: **07860 855 377** or **0161 448 4369**

