



Taff Housing Association  
Cymdeithas Tai Taf

# Taff Housing Association

**Josh Woodrow**

**Support Officer**

**Gwent Hospital  
Discharge Project**

**Jackie Amos**

**Head of Support  
Services**

**Building Foundations for Better Futures**





What have Housing Associations ever done  
for us?

**Or**

What could Taff Housing Association do for you  
right now?



# Gwent Hospital Discharge Service

- Safe and timely discharge
- Complex cases
- Challenging housing decisions
- Widening support networks
- Negotiating the Welfare Benefits system



# Does it work?

Between August 2016 and July 2017:

- One Support Officer supported 47 patients
- 38 of those had been successfully discharged to appropriate accommodation or it was imminent
- 80.85% success rate
- Cost of service: £50,000 per annum



# Lessons learnt

- Identify key hospital staff
- Placing someone on the wards who combines an understanding of hospital systems with the ability to navigate the complex systems of housing and Welfare Benefits
- Raise awareness on the wards of the support and what it can do
- Working with patients' families, friends and wider communities
- Identify housing needs on Complex Discharge Lists as early as possible



# Patient Flow Co-ordinator

‘ The early intervention from Josh has saved the community hospitals I work in huge numbers of in-patient days. I can think of one man from the Monmouthshire area who remained at CCH for over 6 months awaiting a property. His situation is comparable to a case at YYF where I asked Josh to be involved and that patient was happily discharged within weeks. The ward were extremely pleased as they do not have the time, knowledge or expertise to expedite housing issues.’



# Service Manager, Community Care and Adult Services

‘The service’s input to people with housing related problems gave them a safer discharge and helped them to meet their desired outcomes. It also helped reduce the DToC and the number of days that people were delayed in hospital..... an excellent example of local authority, health and the third sector working together to produce a better service.’



Contact us!

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