Adapting for Change

An overview of the Housing Solutions change programme from the Place, Home and Housing portfolio

The Housing Solutions change programme applies the principles of the Scottish Government's Adapting for Change (AfC) programme within housing and health and social care. The aim of Housing Solutions is to encourage and support a wide range of professionals to take responsibility for assessing people's housing needs and identifying housing solutions which meet those needs.

There is a strong emphasis on early intervention, exploring simple solutions, considering rehousing opportunities and personal outcomes. The training modules support this and encourage a multi-disciplinary approach to assessing housing need and identifying local solutions. This should involve a wide range of front-line staff across housing, health and social care and the third sector.

The objective is to stimulate earlier discussions about changing housing needs and help people consider rehousing before a crisis occurs. This also supports the identification of standardised adaptations solutions by a wide range of professionals, removing the traditional requirement for a social work occupational therapy assessment for every adaptation solution.

The training programme has been designed to be delivered in local areas by trainers from across housing, health and social care. The format is classroom based and utilises case studies in the form of service user stories and demonstration areas where possible (for example, stair-lifts, bathrooms, telecare etc.) to help with the assessment element of the modules.

There are three levels of training modules within the training programme. Module 1 covers the key principles and aims of the AfC programme and sets the tone for the overall approach in terms of acting early and having the right housing conversations. This can be delivered to all staff who come in contact with people who need timely and effective advice about a range of housing based solutions. Modules 2 and 3 are for staff identified as having a designated assessing role for the provision of adaptation and technology solutions.

Module 1 to 3: training objectives

By the end of the training module(s), staff will be able to:

- describe the key principles and aims of the AFC and Housing Solutions programme
- outline the key considerations for the effective identification of Housing based solutions (housing options/rehousing, technology, equipment, and adaptations) across all tenures
- describe the key elements of the 'right housing conversations'
- explain their role in the service pathways, and
- demonstrate their understanding of how to effectively assess for relevant housing based solutions (Level 2 & 3 Modules)

Module 1: Housing Solutions

Duration: Half day session

Target trainees: This course is relevant for staff who provide advice and those who have a role in assessing need and making service provision. This encompasses a wide range of front-facing staff in community based housing across all adult care groups, and children's services, and may include care and repair/handyperson services, social care staff, allied health professionals and nursing staff in health and social care services and hospital based settings. Key staff should be identified for each individual test site.

Intros and training objectives	Group session
Session 1: key principles and aims of AfC	Overview of the Adapting For Change programme.
Session 2: best practice in identifying housing based solutions	This session explores: - The knowledge, behaviours and attitudes that support good practice, illustrating how agencies can work more effectively, for example acting early and having the right housing conversations. - Key triggers and considerations for the identification and provision of different solutions including: housing options, technology, equipment and adaptations. Case studies help identify what best practice looks like, how different solutions can be utilised to deliver effective person-centred service user outcomes, what can go wrong and why and how to avoid that happening. Recognising triggers will support staff in applying good practice. The case study examples emphasise the

	importance of acting early, having good housing conversations/signposting and that sometimes there are still no easy solutions.
Session 3: understanding roles and responsibilities: housing solutions are everyone's responsibility	This session helps participants understand their own roles and responsibilities, and those of others at key stages in the service pathways. A group exercise is used to explore current understanding of roles, and then, how roles can be applied most effectively with reference to previous session case studies. Key themes include: • Identifying that it is everyone's responsibility to help identify if a person may have a need for housing solutions • Establishing the principles of a personal outcomes approach • Being realistic and practical • Challenging gate-keeping • Signposting and providing the right information, including using technology
Session 4: course Summary	Summary of key learning themes & evaluation

Module 2: Housing solutions - minor adaptations

Duration: 1 day
Target trainees: housing officers, physiotherapists, nurses, support and social care staff, occupational therapists, Care and Repair staff.

Introductions and training objectives	Group session
Session 1: defining adaptations	This session explores what constitutes an adaptation and provides a definition of adaptations which draws out the purpose of the alteration or adaptation in meeting an identified need.
Session 2: provision of minor adaptations	This session covers: • policy, criteria and funding arrangements • influencing strategy and housing planning, design and supply

	• local processes and systems including forms, authorisation, use of IT, service providers and installation. Checklists and flowcharts should be used to assist participants understand how the local processes work. Minor adaptations/housing solutions include: • internal and external grab rails (provided as equipment in some health and social care partnerships) • external handrails • internal bannisters • special door handles and taps • key safes • door entry systems Other minor housing solutions can include telecare. Common minor adaptations have been selected however there will be variations between health and social care partnerships in terms of policy and the type of solutions which can be provided. This should be clarified in the local training.
Session 3 : assessing for minor adaptations	This session covers assessment practice in the provision of all listed adaptations including: managing risk, future needs, contraindications, needs of families and carers, common conditions. Case studies should be used and where possible examples of local checklists and assessment tools.
Session 4 : course Summary	Summary of key learning themes & evaluation

Module 3: Housing solutions – moderate and major adaptations

Duration: 1 day
Target trainees: likely to be mainly occupational therapists based in a variety of service settings including hospitals and health and social care partnership community services.

Introductions	Group session

Session 1: defining adaptations	This session explores what constitutes an adaptation and provides a definition of adaptations which draws out the purpose of the alteration or adaptation in meeting an identified need.
Session 2: provision of moderate and major adaptations	This session covers: - policy, criteria and funding arrangements - influencing strategy and housing planning, design and supply - local processes and systems including forms, authorisation, use of IT, service providers and installation. Checklists and flowcharts should be used to assist participants understand how the local processes work. Moderate and major adaptations include: - footpaths and steps - ramps - over-bath showers - wet floor showers - stairlifts - ceiling track hoists The most common adaptations are the focus for this training – local areas can tailor these materials to include other relevant information as required.
Session 3: assessing for major adaptations	This session covers assessment practice in the provision of all listed adaptations including: managing risk, complexity of need, environmental issues, future needs, contraindications, needs of families and carers and common conditions. Case-studies should be used and examples of local checklists and assessment tools.
Session 4: course summary	Summary of key learning themes and evaluation

Delivering the training programme

To deliver the training modules a wide range of front-line professionals across housing and health and social care should be identified as trainers. This should go beyond professionals who have worked in social care settings and extend to experienced occupational therapists in health, and housing professionals. A cohort of trainers should be identified based on the extent of training required within local areas. The approach is dependent on pairing up trainers in multi-disciplinary/agency groups to jointly deliver the training modules, bringing

a broader perspective to the training. The original support from ihub included the roll out of Training for Trainers, to help support partnerships to accelerate the implementation of local work. Additional materials and advice can be provided as requested to assist local areas to implement the programme in their own areas.

These resources were developed by Alison Docherty, Healthcare Improvement Scotland (ihub) Housing Associate and Health and Social Care Consultant, and Jill Pritchard, Healthcare Improvement Scotland (ihub) Housing Associate and Occupational Therapist.[1]

For more information on the Housing Solutions change programme email hcis.phh@nhs.net

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[1] https://ihub.scot/improvement-programmes/place-home-and-housing/housing-associates/