

Systems change and sustainability: What we've learned so far

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Learning	What's needed	What has been achieved
People experiencing homelessness often experience care and support needs, particularly those in contact with acute services	Legislative framework, policy and programmes need to recognise and support this	<ul style="list-style-type: none"> • NHSE discharge policy and adult social care winter plan recognise this • Support programmes have or are beginning to recognise eg, BCF and ECIST • ASC White Paper acknowledges 'housing status' should not be a barrier, and emphasises integration with homelessness • Working with ADASS, supported by LGA CHIP, to host DASS policy discussion in January, with outputs to support local ASC leadership
The population is invisible until it's needs are more effectively met	<ul style="list-style-type: none"> • The right questions need to be asked of individual's, in the right way • Information needs to be captured and shared – to meet immediate needs, and to inform commissioning 	<ul style="list-style-type: none"> • Quarterly reporting and evaluation, and service development, requiring local data capture and sharing to be reviewed and redesigned • From April 2022, NHSE discharge team will capture some data • Utilising underspend, supported three sites to shift service into mental health space – will increase visibility (and achieve outcomes)

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Complicated systems, with pressures on every part; transformation takes time	Funding is needed to support transformation and to enable delivery long enough for 'what works' to be embedded and/or for needs to be met through additional provision	<ul style="list-style-type: none"> • Sites encouraged and supported to draw in other funding locally – through assurance and LGA CHIP support • Sought NHSE confirmation of use of national discharge funding in 21/22 (TBC) • EOI to HMT for extension of current programme (requires match-funding) • Included DLUHC advisers in test site conversations with view to health & care partners contributing to RSI5 plans
Workforces across the system (health, care, support, housing and homelessness) need to develop together	<ul style="list-style-type: none"> • Competency framework, education and training • 'Silo' barriers experienced by workforces need to be captured and addressed • Local leadership supports this 	<ul style="list-style-type: none"> • All test sites report positive outcomes from different professionals coming together – will capture in programme learning • With NHSE and ECIST, supported by LGA CHIP, NRPF Network expanding resources to health and care professionals • Health and Wellbeing Alliance 'Bridging the Gap' project
Expert support, flexible to meet local systems needs, is essential	A support offer that understands population's needs and barriers to meeting these, and <u>all</u> the systems in place locally	<ul style="list-style-type: none"> • LGA CHIP available until end 21/22 • BCF programme support nationally and in some areas • ECIST engagement just beginning