

# Hospital Discharge



Manchester Care & Repair holds the National HIA of the Year award for 2015/16. The agency delivers an enhanced hospital discharge support service which operates 7 days / week between 13.30 and 22.00 and includes transporting patients home, settling them in, doing emergency shopping etc. In its first year of operation more than 1450 vulnerable patients were supported.



Like many HIAs, Manchester faced significant challenges posed by the current climate of austerity. The agency's resilience in the face of massive budget cuts meant that it was forced to source additional funding which would ensure that clients continued to benefit from their services, and this meant making a compelling case to local clinical commissioning groups



Successful representations to local CCGs were made by the HIA based upon hospital discharge and reablement services. A 60% cut in local authority funding was mitigated by £126,000 investment from the local CCGs and £180,000 from a Housing Investment team. The CCGs have now decided to invest an additional £47K in low level preventative services.



In addition to providing extended hours hospital discharge services, the HIA working in partnership with the City Council has designed and developed a range of financial assistance products for self-funders, which include interest free loans and property charges repayable on disposal of property. The HIA, which holds a consumer credit licence, manages the loan funds on behalf of the Council and acts as the lender.

The best HIAs develop close working relationships with CCGs and Health & Wellbeing Boards. Manchester Care & Repair made a compelling case for hospital discharge support that resulted in significant investment. Learn and share with the best HIAs by visiting [wwwFOUNDATIONS.UK.COM](http://wwwFOUNDATIONS.UK.COM)



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