

Evaluation of the services for homeless inpatients in Gloucestershire: are we up to standard?

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(On behalf of Dr Lorna Green, Dr Pippa Medcalf, Dr Isabel Sellers, RN Shona Duffy)

Background

- Registrar and FY2 doctor working in Gloucestershire Hospitals NHS Foundation Trust
- 2 acute hospitals: Gloucester Royal Hospital and Cheltenham General Hospital
- Acute care to over 620,000 patients with over 125,000 ED attendances
- Inspired by the work of consultant Dr Pippa Medcalf
- Housing officer employed in 2013



Tory council criticised for 'demonising' rough sleepers in posters

Campaign by Gloucester city council suggesting people who beg on street may not be homeless is termed 'shameful'



▲ Gloucester city council said the poster campaign was designed 'to catch the public's attention'. Photograph: Gloucester Labour

A Conservative city council has been criticised for "demonising" rough sleepers by suggesting they may not be homeless and discouraging people

- 123 homeless households
- 203 households in temporary accommodation, including 218 children
- 15,679 on waiting list for council housing (Shelter.org.uk)
- Gloucester City foodbank – 6,817 emergency food parcels
- 40% increase in demand in January/February 2019 compared to last year

Standards

- Faculty's Standards for Commissioners and Service Providers Oct 2018
 - All hospitals should have protocols for discharge planning excluded groups
- Tier 2 hospitals (30-200 homeless patients presenting each year)
 - Dedicated housing officer
 - Named link hospital coordinator
 - Information pack for homeless people
 - Supply of clean clothing
 - Training and education of all hospital staff
- Referral to Local Health Authority of all (100%) homeless patients (HRA 2018)

Methods

- Notes review of all admissions coded as 'No Fixed Abode' (NFA) between January and April 2018
- Survey of ED staff on both sites

Notes review

NFA admissions identified via trust information analyst

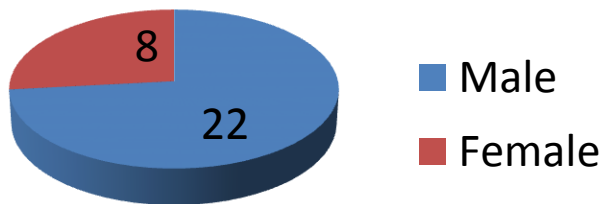
30 admissions identified

22 patients (8 were repeat admissions)

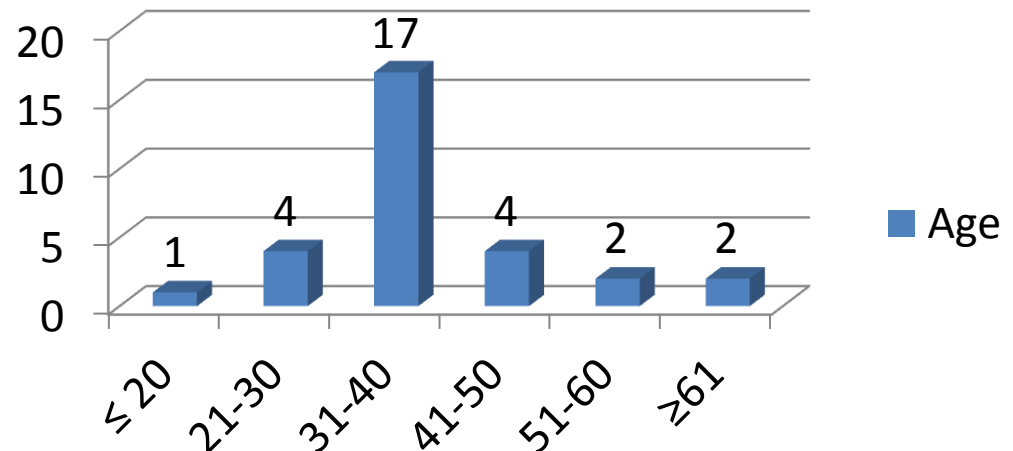
6 admissions to CGH, 24 to GRH

Length of stay: average 3.23, range 1-12

Sex

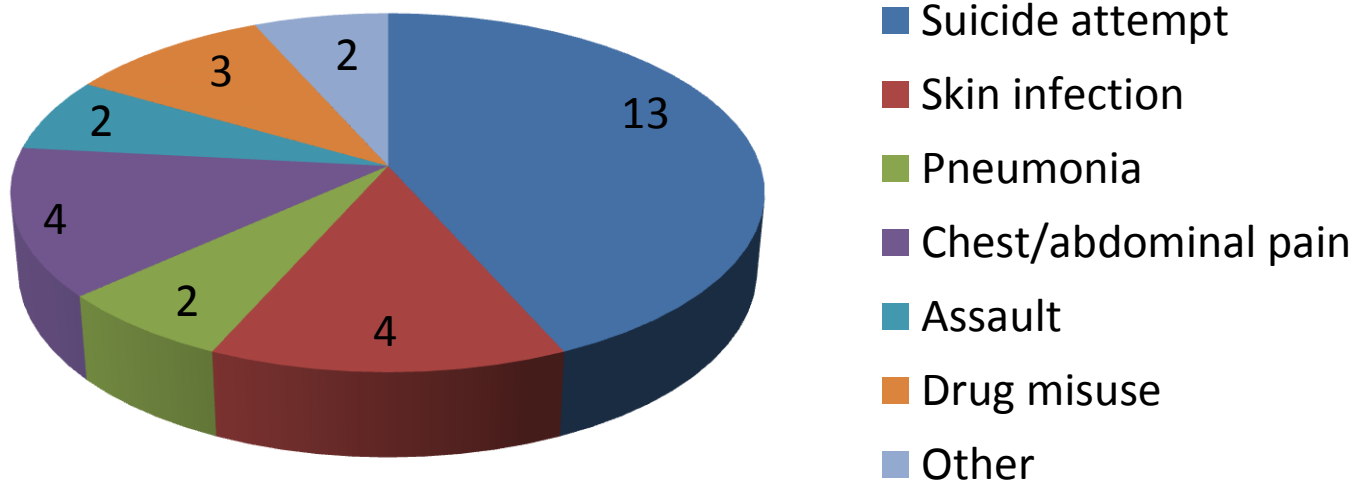


Age



Characteristics

Presenting complaint



64% psychiatric problems

86% substance misuse/dependence

Referral and discharge

GP Practice			
GP Name:	Unknown GP	GP GMC:	G9999998
GP Practice Address:		GP Practice Code:	G9999998/V81999
		GP Clinic Code:	V81999
		GP Telephone:	

Patient Demographics			
Patient Name:	[REDACTED]	Date Of Birth:	[REDACTED]
Patient Address:	no fixed abode	Gender:	Male
		NHS Number:	[REDACTED]
		Registration No:	[REDACTED]

Admission Details			
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20% discharged with no registered GP on discharge letter

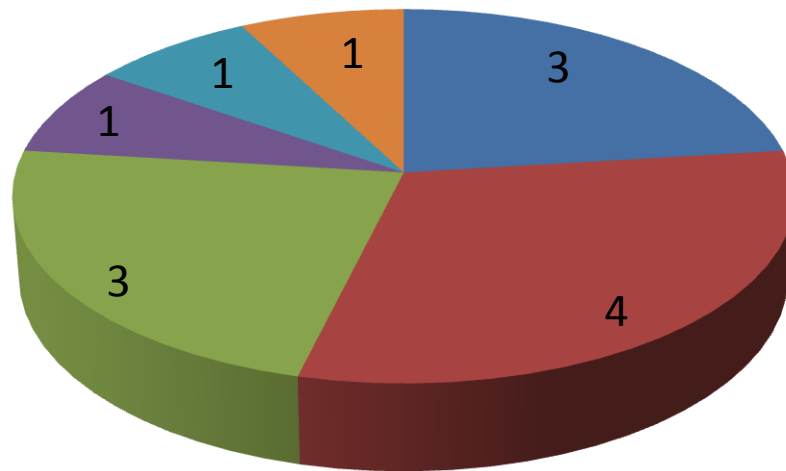
6 of 30 admissions resulted in patient self discharge

2 admissions patient discharged to police custody

Referral to housing officers

13 of the 30 admissions resulted in referral to the housing officer

Outcome of referral



- Supported accommodation
- B&B
- P3 assessment
- Moved in with friends
- Not homeless
- Self-discharge

ED survey results

GRH 31 surveys, 22 CGH

Doctors, nurses, HCAs, physician assistants

93% had contact with a homeless person in ED

45% were aware of a trust homeless guideline

34% were aware of written information that could be given to homeless patients

34% were aware of a clean clothes store

14% had received teaching about management of homeless patients

34% had experienced a homeless person being discharged back to the street with no support

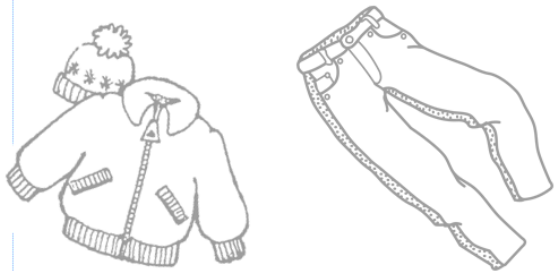
Change – clothes stores and posters

Clothes for the Homeless

AMU

Frailty Assessment Unit

Find in cupboard at end of unit



Homeless guideline on Intranet (ED Guidelines > Other > Homeless)

Information leaflets for homeless and vulnerable people available in ED



Information leaflets

5 homeless inpatients were surveyed regarding what they would find useful on a leaflet

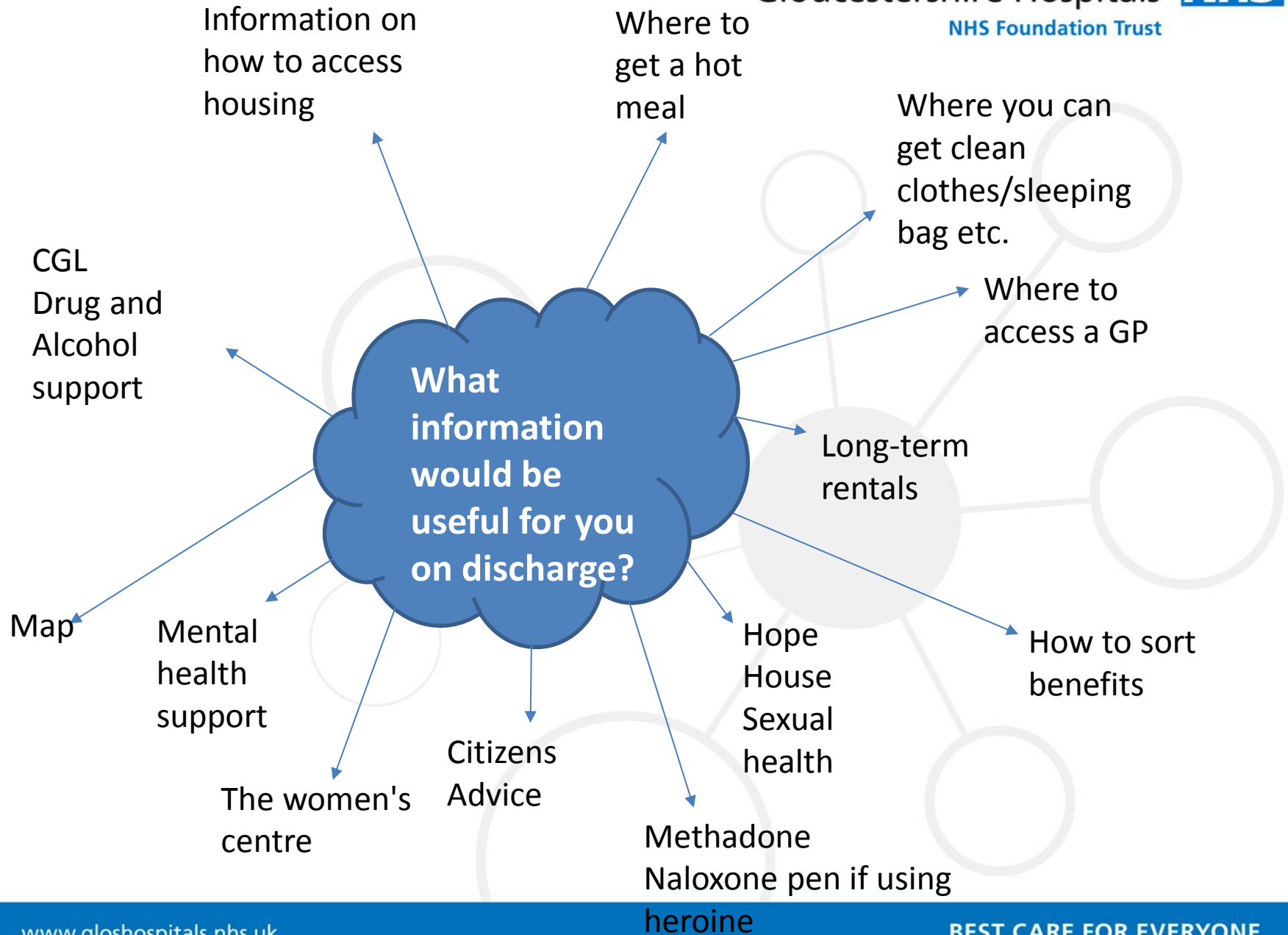
Participants critiqued existing leaflets

What they liked:

- Contact numbers
- Accommodation information
- Useful information, clear, not overwhelming
- Explanations of what services are
- Fits in purse
- Hot meals
- Map

What could be better?

- Bigger text
- Not having to keep turning it round
- It should be given out
- Picture of hospital looks like jail
- Colour
- Explain what services are





Gloucestershire Hospitals
NHS Foundation Trust

Useful Information for Homeless and Vulnerable people in GLOUCESTER



BEST CARE FOR EVERYONE



1. The George Whitfield Centre (Homeless healthcare/ Gloucester city mission.)
2. Change Grow Live
3. Hope House
4. Dental Access, 2 Kimbrose Way
5. Citizens Advice
6. Gloucester City Council, Market Parade
7. P3
8. Salvation Army
9. Seventh Day Adventist Church
10. Gloucester Cathedral Coffee Shop
11. Mariners Hall

Content reviewed: January 2019

Homeless Health Care Team (Gloucester)

The George Whitfield Centre, 107 Great Western Rd

01452 521898

Nurse appointments Mon-Fri 9am-3pm

GP Drop in from 9.30am Mon, Wed and Friday

Change Grow Live - Drug and alcohol services

Imperial Chambers, 41-43 Longsmith St.

01452 223014

Hope House - Sexual Health Services

Gloucester Royal Hospital

0300 4216500

Gloucester Dental Access Centres

0300 4216440

Domestic violence (GDASS)

01452 726570 Email: support@gdass.org.uk

Samaritans - 24/7 support for anyone struggling

01452 306333 / 116 123

National Association for People abused in Childhood

0808 8010331

Elim Housing - Time to heal...
Support with health and housing needs facilitating
safe discharge from hospital
01452 551196

Citizens Advice Bureau
75-81 East St.
01452 527202

Green Square - Housing support
01452 726951
Drop in at Gloucester city council 10am-1pm

P3 - Housing support
13-15 Ladybell Gate St.
01452 221698
Drop in Mon to Fri 10am-5pm

Gloucester City Mission
General support (foodbank/clothes etc.)
George Whitfield Centre
01452 901922

The Women's Centre
01452 397690

Food and Meals

Monday

12-1pm Lunch @ Salvation Army, Eastgate St.
(Opposite GL1)

9-10.30pm Soup run, city centre

Tuesday

10am-1pm Lunch @ Seventh day Church, Cromwell St.

10.30am-12 Coffee @ Park Street Mission

2-4pm Gloucester City Mission (Drop-in)

Wednesday

11am-12.30 Gloucester City Mission

9-10.30pm Soup run, City Centre

Thursday

7.50-8.50am Breakfast @ Cathedral Coffee Shop

10am-1pm Lunch @ Seventh Day Church

Friday

11.30am-1pm Lunch @ Mariners Hall

2-4pm Gloucester City Mission (Drop-in)

Saturday

9-11pm Soup run, City Centre

Trust guideline

Homeless patient presents to GRH or CGH ED

1 Take Patient's contact details

2 **Inform the Housing Officers.**
Steve Pankhurst/Matt Knight, who will provide advice on housing and signposting to homeless agencies
07525 918378
If outside of 9am to 5pm then leave a message on answer phone with patient's name and contact number

3 **Offer:**
Clean clothes (GRH: cupboard on AMIA in AMU, CGH: cupboard on ACUC)
and
Leaflet on where to find hot food/housing services
(GRH: racks in Majors 2, CGH: racks opposite Minors office)

4 **If patient has no GP**
If patient is not registered with a GP, send discharge letter to*:
George Whitefield Centre (Walk in Homeless Health Centre)
107 Great Western Road, Gloucester. **01452 521898**
HH.PVP@nhs.net
*You may need to print out of Trak and address by hand

5 If doesn't need admission:

During working hours 09.30 - 16.30
Document consent and make appointment with P3
on 01452 221698.
Will assist with accommodation etc.
Located at Lady bell gate street, Gloucester.
From 16.30 - 23.00 phone 01452 505425 to make appointment.

Out of Hours
Consider night shelter.
(24hrs) ring 07783588661
If no capacity call emergency duty team on 01452 614194

Education programme

- Setting (11 sessions):
 - Foundation year 1 teaching
 - Foundation year 2 teaching
 - GP trainees teaching
 - Emergency Department 4pm handover
- Main messages:
 - Extent of the problem, how we can make a big difference
 - Increasing empathy for vulnerable patient group
 - Explanation of services in the trust and how to access them

ED re-survey results

GRH 29 surveys, 21 CGH

Doctors, nurses, HCAs, physician assistants, reception staff

90% had contact with a homeless person in ED

58% were aware of a trust homeless guideline

62% were aware of written information that could be given to homeless patients

88% were aware of a clean clothes store

26% had received teaching about management of homeless patients

42% had experienced a homeless person being discharged back to the street with no support

Limitations

- Electronic identification of NFA patients underestimates numbers
- Data sharing difficulties with Elim Housing Association who employ our dedicated housing officer
- Education programme targeted wrong group of staff: doctors rotate every 4 months, nursing staff education would be more sustainable

Conclusions

- Gloucestershire homeless population demonstrate typical 'tri-morbidity' of homelessness
- Faculty Standards provide an achievable benchmark for secondary care services for homeless patients
- Dedicated inpatient housing officer effective way of assuring accommodation on discharge
- BUT relies on referral being made
- Staff education has been demonstrated to raise awareness of services available

Ongoing work...

- Creating an alert on our IT system 'TrakCare'
- Recruiting a team of Homeless Link Workers throughout all departments in the hospitals
- Expanding our education programme to reception and nursing staff
- CCG commission housing officer to work on the Gloucester site only and the trust is in the process of reconfiguring
- Making our team sustainable