

Gloria House

A model of hospital step down accommodation
for homeless patients

Dr Peter Buchman-GP & team clinical lead

Steve Wynne-Senior Sister

Pathway Homeless Team at the Royal London Hospital

What is it?

- 6 bedded house in Hackney
- Run by Peabody Housing Association
- Funded by Tower Hamlets CCG (who also fund the Pathway Homeless Team at the Royal London Hospital)
- On site keyworker support but no on site nursing or clinical input
- Referrals in controlled solely by the Pathway team

The tale of how it all began...

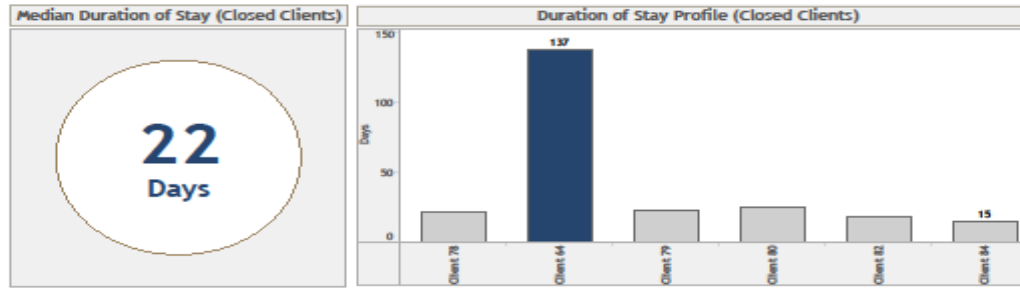
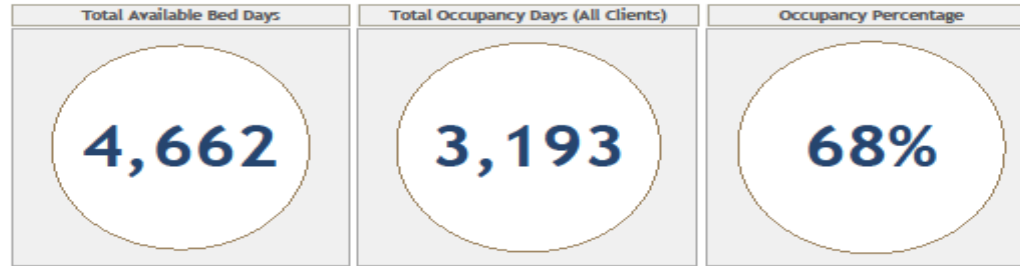
- In mid 2016 a new hospital nurse manager, head of the Complex Discharge Team, met with us to better understand the barriers to discharge for homeless patients
- From this the “somewhere safe to stay” idea was born & he saw the need for step down accommodation for homeless patients who needed more time to find a safe discharge destination once deemed fit for discharge
- He then happened to meet the CEO of Peabody who offered the use of one of their unused properties without charge if funding could be found for staff

The search for funding...

- His initial idea was to use money that Barts Health could charge social services for delays & to top this up with contributions from each hospital division. Both ideas were rejected by the trust
- Discussions began with Tower Hamlets CCG who accessed money from Better Care Fund to fund a 12 month pilot of step down accommodation at Gloria House for homeless patients
- Then after the pilot year, in early 2019, the CCG agreed to fund Gloria House for further 2 years

Gloria House - Throughput Overview

24 February 2020



Filter: Duration of Stay and Stay Profile by Date Range
1/1/2020 to 2/7/2020

Challenges along the way...

- **Access:** Only 1 ground floor room & not wheelchair accessible & other 5 rooms are upstairs with no lift
- It's such a nice place that patients don't want to leave
- "Too many cooks"-issues when more than 1 support service is involved to clarify who does what
- People getting stuck there for variety of unforeseen reasons:
 - *Failing habitual residence test (with benefits and/or housing)
 - *EU citizens with delays getting settled status
 - *Waiting for housing appointments after doing Duty to Refer
 - *Being found not in priority need by local authority housing