



Hospital Admission and Discharge Protocol to Prevent Homelessness

Blackburn with Darwen, Burnley, Hyndburn, Pendle,
Ribble Valley and Rossendale Borough Councils

East Lancashire Hospitals Trust
(Burnley General Hospital)
(Pendle Community Hospital)
(Royal Blackburn Hospital)

Blackburn with Darwen Teaching Care Trust Plus

All In-Patient Adult General Wards
Emergency Departments
Medical Assessment Units
Surgical Triage Units
Urgent Care Centres

JUNE 2010

Background

Both the Department of Health and the Department for Communities and Local Government have issued explicit guidance on the role of Hospital Trusts and district/borough councils in ensuring that homelessness is prevented for patients leaving hospital. The guidance states that:

All acute hospitals should have formal policies which will ensure that homeless people are identified on admission and their pending discharge notified to relevant primary care services and to homeless services providers

CLG 2006 Hospital Admission and Discharge: People who are homeless or living in temporary or insecure accommodation

Scope

The protocol covers:

1. Adult patients who had settled accommodation prior to admission but will be unable to return to it for medical reasons
2. Adult patients who were homeless or living in temporary accommodation prior to admission

Aims

The protocol aims to help NHS and local authority staff to:

- Reduce the number of delayed discharges due to housing need
- Reduce the number of patients discharged to no fixed address or inappropriate housing

Procedure

The flowchart at Appendix 1 shows how the procedure should work

Discharges from In-Patient wards

On admission or transfer to other wards, ward staff will ensure that pages 1 and 2 of the Generic Assessment Document (GAD) is updated and/or completed in full to ensure that the generic details and social history of each patient is known

Ward staff will seek to ascertain if, prior to admission, the patient was:

- Living in settled accommodation but will be unable to return to it for medical reasons
- Staying in temporary accommodation such as:
 - a hostel or night shelter
 - bed-and-breakfast accommodation
 - a friend or relative's home
- Sleeping rough

Where a housing issue is identified, ward staff will refer the patient to the East Lancashire Hospitals Trust (ELHT) Discharge Facilitation Team (DFT) at the earliest opportunity

The DFT will take details of:

- The patient's name and D.O.B
- The patient's admission date
- The patient's previous accommodation
- The patient's GP
- The patient's medical stability if discharge is imminent
- How the homeless situation arose
- New disability, aids, equipment, mobility status, care package required etc
- The predicted discharge date
- Any identified risks

The DFT will clarify which other professional assessments are taking place and where it is considered appropriate the ward will be advised to make a referral to Adult Social Services for an Assessment

Patient had settled accommodation but will be unable to return to it for medical reasons

These patients are in Band 1 (Highest Priority) under the new Pennine Lancashire Choice Based Lettings (CBL) Scheme

Either Adult Social Services or the DFT, as part of the hospital discharge planning assessment, will inform the relevant housing advice service of the situation as soon as possible

The DFT will liaise with social services (if patient needs indicate) and or the relevant housing advice service to facilitate interim accommodation arrangements

The local authority housing advice service will bid for suitable properties on behalf of the patient if required

Patient was homeless or in temporary accommodation prior to admission

These patients come under the homelessness legislation and may or may not be owed a duty by the housing advice service

The DFT will liaise with the relevant housing advice service as soon as possible and inform them of the predicted discharge date

The DFT will endeavour to give the housing advice service as much notice as possible but it must be recognised that for some short stay patients this may be the same day

The local authority housing advice service will respond within 24 hours

The local authority housing advice service will need to speak to the patient directly by telephone or by ward visit in order to confirm:

- The patient's status under current homelessness legislation

- Whether any prevention options are possible

The local authority housing advice service will inform the patient and the DFT as to whether it considers that it has any interim duty to provide temporary accommodation as soon as possible

Patients attending emergency departments, urgent care centres and assessment units who are not admitted to hospital

If a patient identifies them self as homeless, staff should contact the relevant housing advice service for advice

Outside of office hours, ward staff should telephone the relevant local authority emergency number

Contact details for all local authority housing advice services including emergency numbers are given as Appendix 2 to this protocol

Patients taking responsibility for their discharge against medical advice

Ward staff should inform the DFT at the earliest opportunity when a patient self discharges if there are concerns for their welfare

Where a patient presents to a housing advice service unannounced, claiming to have been discharged directly from a hospital ward, the housing advice officer will contact the DFT to confirm the circumstances

Monitoring

The protocol will be monitored using the following indicators:

1. The number of people who are identified as having delays in discharge due to lack of accommodation as reported on Delayed Transfers of Care (SITREPs)
2. The number of bed days lost where the patient's length of stay has been extended beyond their clinical need
3. The number of people for whom timely intervention has resulted in homelessness being prevented
4. The number of homeless applications immediately following hospital discharge
5. The number of patients discharged from hospital for whom the protocol has not been followed

Responsibility for monitoring the first and second indicator will rest with the DFT

Responsibility for monitoring the third and fourth indicator will rest with the local authority housing advice services

Responsibility for monitoring the fifth indicator will rest jointly with the DFT and the local authority housing advice services

Monitoring Procedure

The protocol will be monitored at quarterly meetings by representatives from the local authority housing advice services and the ELHT Head of Clinical Flow. Adult Social Services and PCT representatives will be invited to attend these meetings

The purpose of the monitoring meetings will be to develop and share good practice; and encourage continuous improvement by sharing lessons learned

The local authority housing advice service will complete a monitoring form for every hospital discharge that they have been involved with whether or not it led to a successful outcome

The monitoring form is attached as Appendix 3

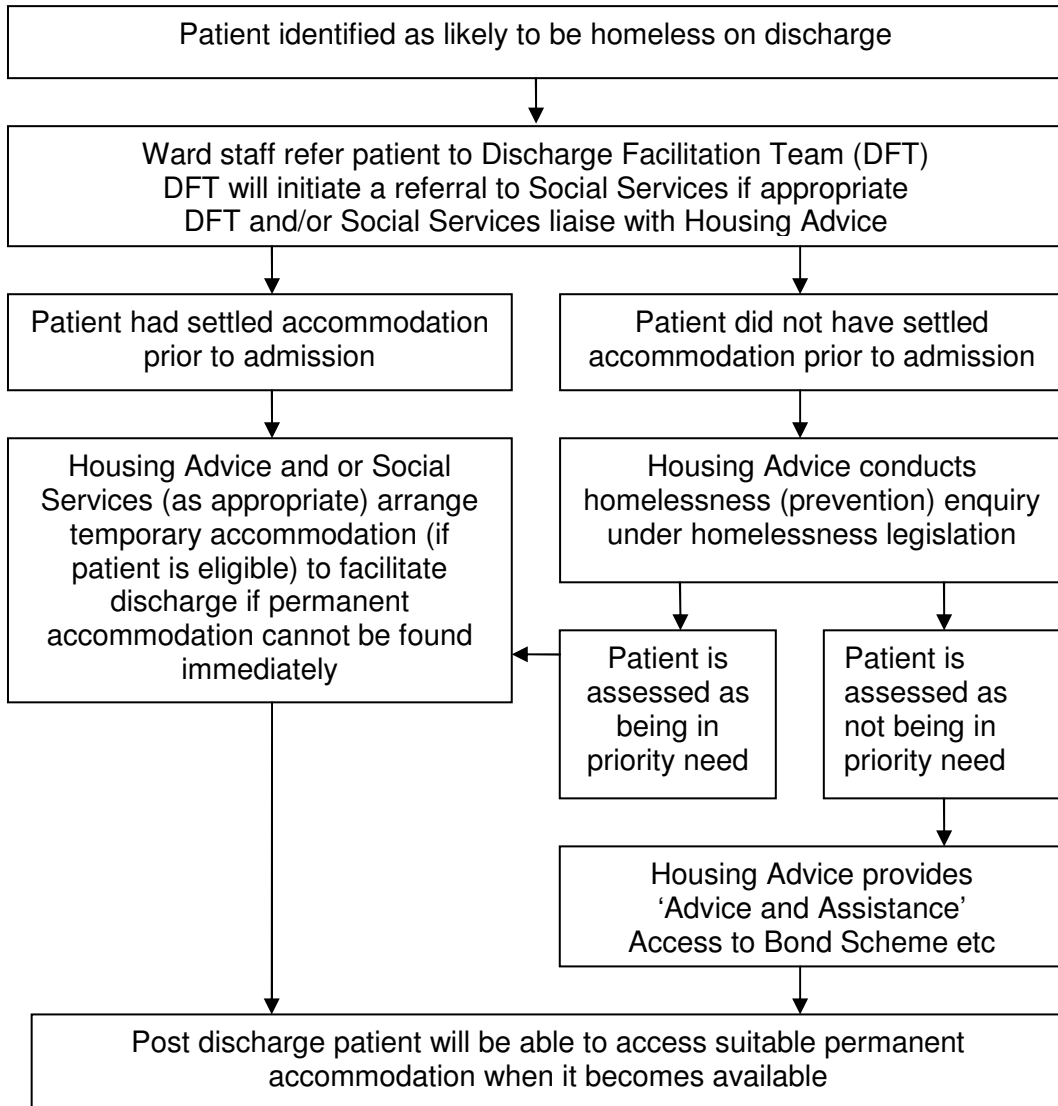
Records of unsuccessful outcomes will be sent by the housing advice service to the DFT for further evaluation and feedback at the quarterly meetings

Records of successful outcomes will be held by the housing advice services and brought to the quarterly meetings

The findings of the monitoring process for each quarter will be communicated and agreed at this meeting

Appendix 1

Homeless Discharge Flowchart



Appendix 2 Local Authority Housing Advice Service Contacts

Borough	Telephone	Fax	Email	Address	Out of Hours
Blackburn with Darwen	01254 585444	01254 695762	housingneeds@blackburn.gov.uk	Old Town Hall Blackburn BB1 7DY	07739 454978
Burnley	01282 425011 (Ask for Housing Advice)	01282 477139	housing@burnley.gov.uk	Red Lion Street Burnley BB11 2AE	01254 384940
Hyndburn	01254 388111 (Ask for Housing Advice)	01254 386711	strat@hyndburnbc.gov.uk	20 Cannon Street Accrington BB5 1NJ	01282 661999
Pendle	01282 661045	01282 661043	housingneeds@pendle.gov.uk	Town Hall Market Street Nelson BB9 7LG	01282 661999
Ribble Valley	01200 414567	01200 414488	Steven.Earnshaw@ribblevalley.gov.uk Gillian.Gould@ribblevalley.gov.uk	Church Walk Clitheroe BB7 2RA	01200 444448
Rossendale (Green Vale Homes)	01706 836340	01706 226517	housingoptionsteam@greenvalehomes.co.uk	New Hall Hey Road Rawtenstall BB4 6HR	0800 7076666

Blackburn with Darwen have a dedicated team of Health Professionals working with the homeless and insecurely housed

Blackburn with Darwen	01254 282 750	01254 680 042	healthoutreachteam@nhs.net Rachel.walker@bwd.nhs.uk	Larkhill Health Centre Blackburn BB1 5BJ	
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Appendix 3

Hospital Discharge Protocol Prevent Homelessness

Monitoring Form

Authority Please Select

Date

Housing Advice Officer

Patient's Name

Patient's D.O.B

Hospital Please Select

Ward

Name of person making referral

Job title of person making referral

Admission Date

Predicted Date of Discharge

Outcome Please Select

If protocol has not been followed please provide details

Glossary

CLG – Department for Communities and Local Government

CBL – Choice Based Lettings replaces the old points based allocation system for social housing – one scheme covers east Lancashire and is known as B-with-Us

GAD – Generic Assessment Document used for assessing patient needs

DFT – Discharge Facilitation Team responsible for patient discharge

ELHT – East Lancashire Hospitals Trust

SITREPs – Situation Report system used to record relevant indicators including delayed discharges