

Improving A&E experiences

for people facing homelessness

Key actions to build professional relationships

Homelessness, inclusion health or addictions lead

Contact your A&E to ask if they have someone in this role.

If they do:

- invite that person to visit your service
- offer to attend an A&E team meeting to describe your service and support offered
- recommend training and resources:

1 **Fairhealth Platform:** fairhealth.org.uk/course/homelessness-ed

2 **NHSE Website:** [england.nhs.uk/publication/supporting-people-experiencing-homelessness-and-rough-sleeping/](https://www.england.nhs.uk/publication/supporting-people-experiencing-homelessness-and-rough-sleeping/).

Frequent attenders meeting

Ask your hospital if they host one.

If they do:

- request to be invited to discuss any clients you are supporting
- if there are only one or two frequent attenders you're concerned with, ask for a separate meeting if possible
- agree to follow any necessary information governance procedures.

