**Care of Homeless Inpatients: Are we up to Standard?**

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**Background:** There are estimated to be 170,000 homeless individuals in the UK currently, (doubled since 2012). The average age of death is 43 for homeless women and 47 for men. An estimated 600 people died whilst homeless in 2017. Up to one third of these deaths are from treatable conditions and could have been avoided if these people were housed.

The Homeless Reduction Act of 2017 places a legal ‘duty to refer’ on hospitals to inform the Local Housing Authority of any person who is homeless or at risk of homelessness. This legislation along with The Standards produced by the Faculty of Inclusion and Homeless Health provide a framework for hospitals to avoid discharging homeless patients back to the streets without support.

**Aim:** To assess whether our hospital is meeting these standards and to develop ways to better facilitate this.

**Conclusion:**
- Faculty standards provide an achievable benchmark for care
- Staff education has been demonstrated to raise awareness of services
- A dedicated housing officer is an effective way of assuring accommodation on discharge
- BUT relies on a referral being made

**Limitations:**
- Electronic identification of NFA underestimates numbers
- Education programmes only targeted at doctors, who frequently rotate.

**On-going work:**
- Re-auditing admission outcomes for NFA patients
- Evaluating patient satisfaction with leaflets
- Creating an alert on the hospital IT system for homeless patients
- Recruiting homeless link nurses from each ward and hospital department
- Expanding education programmes to reception and nursing staff

**Notes reviewed of all admissions coded as ‘No Fixed Abode’ (NFA) between January and April 2018**

- 13/30 referred to the housing officer
- 20% no registered GP on discharge letter
- 6/30 admissions resulted in self-discharge
- 2 admissions discharged to police custody

**Survey of ED staff (doctors, nurses, HCAs and physician associates)**

<table>
<thead>
<tr>
<th>Knowledge Checked</th>
<th>Before Interventions (N=54)</th>
<th>After Interventions (N=50)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact with a homeless patient</td>
<td>93%</td>
<td>90%</td>
</tr>
<tr>
<td>Aware of Trust Guidelines</td>
<td>45%</td>
<td>58%</td>
</tr>
<tr>
<td>Aware of written information for homeless patients</td>
<td>34%</td>
<td>62%</td>
</tr>
<tr>
<td>Aware of clean clothes store</td>
<td>34%</td>
<td>88%</td>
</tr>
<tr>
<td>Received Teaching about managing homeless patients</td>
<td>14%</td>
<td>26%</td>
</tr>
<tr>
<td>Experienced a homeless person discharged to the street without support</td>
<td>34%</td>
<td>42%</td>
</tr>
</tbody>
</table>

**Interventions**

**Education (11 sessions)**
- 3 Foundation and GP trainee sessions
- 8 ED mini sessions at handover

Updated guideline, a pathway for the safe discharge of homeless patients

**Signpost for clothes**

Leaflet created, following research with homeless inpatients

**References**
- The Faculty for Homeless and Inclusion Health (2018). Homeless and Inclusion Health standards for commissioners and service providers. 3rd ed.