

## Top tips for improving care in the Accident and Emergency Department

- Read the [toolkit](#) published by NHSE in 2022 to assist health care practitioners improve care in A&E
- Undertake the Fairhealth and Pathway [free on-line training module](#) on homelessness, self-discharge, self-neglect and mental capacity assessments for A&E staff, published in 2023. This is also very relevant to staff working on short stay or admissions wards.
- Find out if you have specialist inclusion health services and/or practitioners and street outreach teams locally and make contact with them
- If no inclusion health services exist consider contacting your local public health team to discuss the need for a needs assessment to gather evidence on new approaches – your local primary care providers will appreciate this support
- Provide up to date information on community support throughout the hospital
- Introduce a [‘safe discharge checklist’](#) in A&E
- Red flag frequent attenders who are homeless and self-discharge and review their cases
- Ensure your hospital complies with the statutory [‘Duty to Refer’](#) people experiencing homelessness to the Local Authority with their consent under the Homelessness Reduction Act 2017.

- Proactively identify people's housing status in clinical assessments, in order to identify people experiencing homelessness early on in an admissions
- Support GP registration by providing '[My Right to Healthcare cards](#)'
- Identify a homelessness / inclusion health lead in the hospital / in key clinical areas
- Undertake a formal audit of current care provision e.g. self-discharge
- Consider whether your hospital need specialist staff or a specialist service e.g. a 'Pathway' team (<https://www.pathway.org.uk/>)