

CARING FOR PEOPLE EXPERIENCING HOMELESSNESS: A WMAS GUIDE

WHEN ASSESSING A PATIENT EXPERIENCING HOMELESSNESS (PEH) BE MINDFUL OF THOSE PARTICULAR RISKS FACTORS WHICH MAY EXACERBATE ANY OTHER IMPRESSION:

- ⚠ Is the individual an intravenous drug user (IVDU) at increased risk of Blood Born Viruses (BBV's) or infected wounds?
- ⚠ Does the individual show signs of poor nutrition?
- ⚠ Does the individual present signs of premature frailty?
- ⚠ Do I need to consider the individual's Mental Health within my wider clinical assessment?
- ⚠ Is the individual engaging health support services?

YES...

NEXT STEPS

NO...

DOES THE PATIENT REQUIRE FURTHER CLINICAL ASSESSMENT?

...IN AN EMERGENCY DEPARTMENT

On conveying your PT to either Birmingham City Hospital or Sandwell Hospital it is imperative that patients are flagged as PEH. This information ought to be part of your handover. In day time working hours ambulance clinicians can call the pathways team direct and ahead of arrival. The team consists of a lead nurse and several housing officers. When contacting out of office hours an answer phone message should be left stating the name of both the patient and the nurse taking hand over.

Sandwell and Birmingham City Homeless Patient Pathway
07580 677913 or 07580 677884

...BUT PROBABLY NOT IN AN EMERGENCY DEPARTMENT

Contact Birmingham Homeless Health Exchange; a primary care centre for PEH within Birmingham. The team includes doctors, nurses (both physical and mental health), support workers and mental health practitioners. The team are experts in their field and will be familiar with many PEH who dwell in or around Birmingham. The health exchange ought to be used when a GP, or CPN follow up are required.

Birmingham Homeless Health Exchange William Booth Lane, Birmingham, B4 6HA - 0121 465 3965

For mental health advice/information you can talk to Gemma McGeown, CPN on 07812 621090

...COMMUNITY BASED TREATMENT IS REQUIRED

Contact the district nursing team via Single Point of Access 0300 555 1919

"NEVER DOUBT THAT A SMALL GROUP OF THOUGHTFUL, COMMITTED CITIZENS CAN CHANGE THE WORLD; INDEED, IT'S THE ONLY THING THAT EVER HAS."

...BUT THE INDIVIDUAL WOULD BENEFIT FROM ACTIVE SOCIAL SUPPORT

During daytime hours all PEH should be conveyed to SIFA where a variety of resources including showers, food, dental care, MH Triage, eye clinic, bedding, clothing and access to BCC housing officers are all available. SIFA provides an amazing one stop shop. SIFA is located in Digbeth just a short walk from the city centre.

SIFA Fireside 48-52 Allcock St, Deritend, Birmingham B9 4DY
0121 766 1700

...THE INDIVIDUAL REQUIRES ACCOMMODATION ONLY SUPPORT

Contact the **Rough Sleepers Outreach Team (24/7)** on 0800 8807157 or

Streetlink.org.uk (app available via Play Store or iTunes) 0300 500 0914

Concerned about someone sleeping rough but not sure what to do use the Streetlink app or call their number for further advice.

You may also be able to make a direct referral to **Salvation Army: William Booth Hostel**

William Booth hostel may be contacted directly if an emergency bed is required. The hostel is within easy walking distance of the city centre.

...THE INDIVIDUAL DOES NOT REQUIRE CONVEYANCE, BUT IS STRUGGLING TO ACCESS ADEQUATE FOOD PROVISION

Food and Drink are available from the following:

SIFA Fireside
Mon - Fri 9am - 1pm,
Evening meals Mon, Weds, Fri.
48-52 Allcock St, Deritend,
Birmingham B9 4DY - 0121 766 1700

All Saints Church
Every Sunday
85 Jenkins Street, Small Heath, B10 0PQ

Birmingham City Mission
Weds, Thurs, Fri from 17:00
8-10 Washington Street, B1 1JR

As-Suffa Trust
Weds, Thurs, Fri, Sat, 19:30-20:30
20 Lionel Street, Birmingham,
B3 1 AQ

Incredible Surplus offer high quality cooked meals in Kings Heath, Lady Wood, Solihull and Winson Green. Dates and times vary see: incrediblesurplus.org

...THE INDIVIDUAL DOES NOT REQUIRE CONVEYANCE, BUT IS SEEKING SUPPORT AROUND PROBLEMATIC DRUG OR ALCOHOL USE

WMAS staff are able to make direct referrals to CGL (Change Grow Live) on 01212275890 or via the website: changegrowlive.org/drug-alcohol-service-birmingham/referrals

AND FINALLY,

ALWAYS DO THE FOLLOWING:

- ⚠ **KNOW THEIR RIGHTS:** Every UK citizen has a right to access primary health care regardless of residential status. Don't take no for an answer!
- ⚠ Remember to always document NFA in the address box if your patient is sleeping rough. **Do not** leave the address box blank.
- ⚠ Always document your patient pathway in the care plan.
- ⚠ **REMEMBER:** PEH may also have experienced profound trauma; their behaviour and engagement with you may be challenging. Treat with care, time and dignity; **you may be the only person who does.**