

# Homeless Health Clinical Community of Practice

Meeting 2- 18<sup>th</sup> April 2024

Chair: Dr Natalie Miller

Clinical Lead, Homeless Health Programme, NWL ICB

# Agenda

Time	Topic	
12:00 – 12:05	Chairs welcome Recap of the aims and objectives of the Community of Practice	Dr Natalie Miller GP and Clinical Lead, NWL Homeless Health Programme
12:05 – 12:15	General update – issues affecting the care of patients experiencing homelessness	Dr Natalie Miller
12:15 – 12:40	Guest Speaker – Homeless Health Nursing followed by opportunity for questions and answers	Anne McBrearty Nurse Consultant Service Lead, Homeless Health Service Central London Community Healthcare
12:40 – 12:55	Open Space – opportunity for attendees to share: <ul style="list-style-type: none"><li>- anonymised cases for peer discussion and sharing of expertise</li><li>- a planned homeless health project</li><li>- any system blocks the COP can help with</li></ul>	All
12:55 – 13:00	AOB and Close	Dr Natalie Miller

# Welcome

## Recap of the aims and objectives of the Community of Practice

# Why create a homeless health community of practice?

## Aims

- Improve access, experience and outcomes for people experiencing homelessness in primary care

## Objectives

- Provide an opportunity for primary care clinicians to extend their clinical skills in inclusion health via guest speakers and training
- Explore opportunities for interested practitioners/ practices/ PCNs to offer the best possible care for their patients
- Provide space to discuss cases and explore issues, gaining support from peers
- Share best practice and make recommendations for change to improve care

## Audience

- Any primary care clinician with an interest in homelessness and inclusion health



# What is a community of practice?



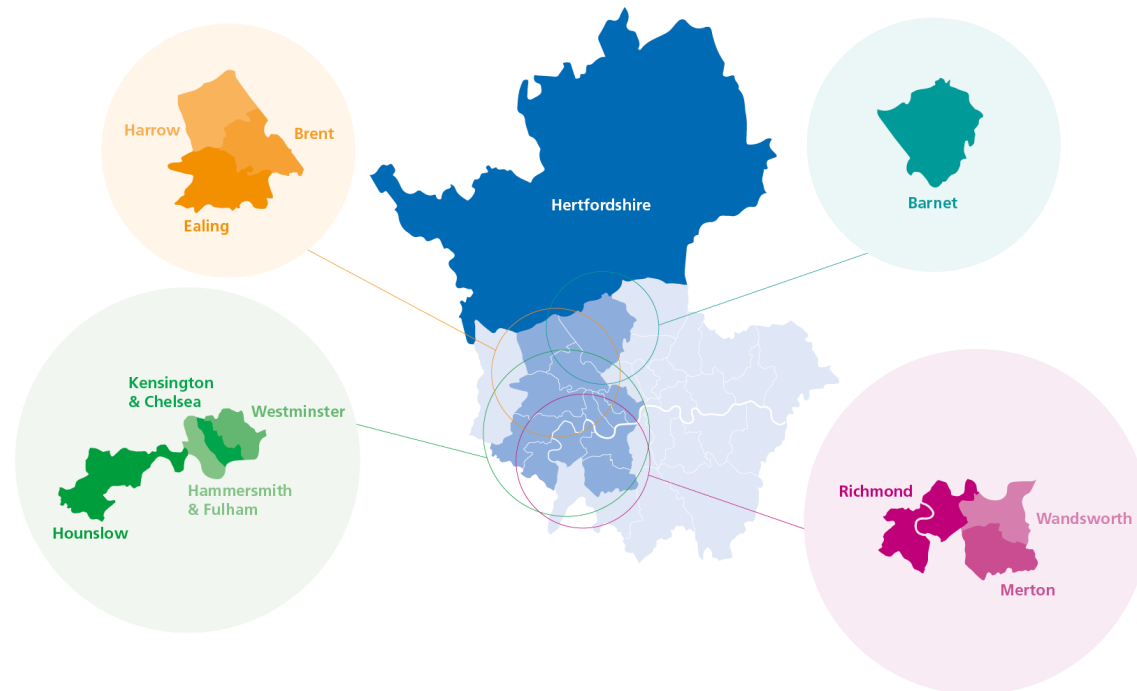
Source: adapted from Emily Webster

# General update – issues affecting care of patients experiencing homelessness

# Guest Speaker – Anne McBrearty

## Homeless Health Nursing

# Homeless Health Service





# CLCH Homeless Health Service

## Clinical Team

- Nurse Consultant led service
- 3 Lead Nurse Practitioners
- 12 nurses working in advanced practice
- 3 counsellors
- 1 health advocate

## Boroughs

### Westminster

- Street Outreach
- Day Centre Clinics
- Hostels
- Specialist GP Practices

### H&F

- Hostels
- Temp Accommodation
- Street Outreach

### Wandsworth

- Church Drop in Clinics
- Hostels
- South London Refugee Association
- Street Outreach

### Out of Hospital Care Team (NWL)

- Inner boroughs + Brent and Ealing
- Supporting people leaving hospital back into the community

# Homeless Health Service-a history

- 2002: Westminster, working with people sleeping rough, in day centres only. Joining up of a collection of different services into one
- 2015: H&F, supporting people living in hostels following high number of ambulance call outs
- 2020: Wandsworth, community services came across to CLCH from St Georges.
- 2023: Out of Hospital Care Team (funding 2026, NWL ICB) Tri borough + Ealing and Brent, working alongside Imperial + LNW NHS Trust Inclusion Health teams, supporting people coming out of hospital and into the community

# Where we provide care

- Street Outreach: working alongside outreach teams/substance use teams, meeting people on the streets, supporting with engagement
- Drop in clinics: in churches and other spaces
- Day Centres: for people who are sleeping outside, dedicated clinic spaces.
- Hostels: clinic spaces, and “district nurse” model of care
- Temporary accommodation: B&Bs, hotels





# Out of Hospital Care Team (OOHC)

The care model is a partnership between NWL ICB, London North West University Healthcare NHS Trust, Imperial College Healthcare NHS Trust and CLCH, which aims to:

- Prevent those who have been in hospital being discharged back to the street
- Avoid hospital attendance and admissions (where health, care and support needs can be better met in the community)
- Support a individual's health and wellbeing in the community

Care will be provided to patients in community settings, which may include clinics, street, daycentres, hostels, hotels, temporary accommodation

Funded until 2026 by NWL ICB.

# Inner Borough & Outer Borough

## 2 x Nurses

- Working alongside the Imperial Inclusion Health Team at Charing Cross and St Marys Hospital
- Across Boroughs of Westminster, RBKC, H&F

## 2 x Nurses

- Working alongside the Inclusion Health Team at Ealing Hospital & Northwick Park
- Across Boroughs of Brent & Ealing
- Provide 1 x Drop in clinic per week at – Hope for Southall Street Homeless & Crisis Skylight Brent

# What we do

- See and treat minor injuries and illness
- BBV screening, wound care, vaccinations, health events
- Case manage people with complex needs
- Pre engagement, building trust, linking people back into the NHS
- Advanced physical assessment, non medical prescribers
- Harm reduction – substance use, Pabrinex, Naloxone
- In reach into hostels / day centres
- Outreach onto the streets
- Teaching / training
- MDTs + professionals meetings
- Safeguarding

## Operational Health Check –

CSU	SERVICE	Jan –March 2024			Comments/Actions
		Referrals	Total Number of Contacts	Total Number of patients	
Homeless Health Service	Westminster	81	942	266	Service delivered in 2 day centres, hostels and street outreach
	Wandsworth	47	300	101	Service delivered at SLRA, Church drop ins, hostels, street outreach
	H&F	48	459	136	Service delivered in hostels, street outreach, day centre
	OOHC	9	119	37	Service delivered – NWL inner cluster, Brent and Ealing
	Counselling	18	305	50	Service delivered in Westminster: Specialist GP practices, Day centres, hostels
	Crisis at Christmas	14	27	14	Service delivered at Crisis hotel



# Partnership working: a team around the person

- Outreach teams (St Mungos, SPEAR, Thames Reach)
- Day Centre teams
- Hostel key workers
- Substance use teams (drug + alcohol)
- Peer Advocates / EbE (Groundswell)
- Local authority RS + Housing commissioners
- Drug + Alcohol commissioners
- NWL ICB Homeless Health Programme
- Hospital Inclusion Health Teams
- Primary Care

# Patient story

- 38 year old man, poly substance use, deteriorating mental and physical health. Increasing criminal activity- to pay for substances, more time spent sleeping rough vs staying in hostel
- Medical history of liver disease, bilateral leg ulcers, DVT
- MDTs arranged – community services struggled to engage meaningfully as patient sleeping rough
- Frequent A&E attendances- self discharged due to limited support with substance use, patient felt he was “gotten rid of” rather than helped
- Professionals had increasing concerns about his health
- MDT- bringing together hospital + community services: more holistic plan in place
- Hospital stay: support with substance use (OST), seen by psych liaison, community drug team, infected leg ulcers treated. “Treated with respect, felt like they really cared what happened to me”
- Discharge: Community methadone script arranged with regular collection, fibroscan arranged, regular dressings, supported to see his GP, mental health improved (self- reports), engages with MH team, has plans for detox/rehab.
- Feels that he has been given a “second chance at life”

# Additional questions to ask

- Where are you sleeping?
- Are you alone? In a group? Do you feel safe?
- Do you access any services – day centres, outreach, substance use services?
- Key worker or support worker, care coordinator?
- In receipt of benefits? HC2 certificate?
- Telephone number / email
- NoK or emergency contact

# Contacts / Referrals

Westminster: [clcht.homeless@nhs.net](mailto:clcht.homeless@nhs.net)

H&F: [clcht.handhomeless@nhs.net](mailto:clcht.handhomeless@nhs.net)

Out of Hospital Care (including Brent + Ealing):  
[clcht.oohc@nhs.net](mailto:clcht.oohc@nhs.net)

Nurse Consultant: [anne.mcbrearty@nhs.net](mailto:anne.mcbrearty@nhs.net)

Tel: 07815711444

# Helpful links

- Groundswell Homeless Health Peer Advocacy [Homeless Health Peer Advocacy \(HHPA\) | Groundswell](#) in NWL inner boroughs + Brent/Ealing
- [StreetLink - Connecting people sleeping rough to local services \(thestreetlink.org.uk\)](#)
- Homeless Link [Homeless Link](#)
- Help with Health Costs (HC1form)  
<https://services.nhsbsa.nhs.uk/apply-for-help-with-nhs-costs/apply-online>
- The Pavement Magazine  
[the Pavement magazine - the magazine for the UK's rough sleepers and homeless people](#)

# Open Space

Opportunity for attendees to share:

- anonymised cases for peer discussion and sharing of expertise
- a planned homeless health project
- any system blocks the COP can help with

Contact - [natalie.miller9@nhs.net](mailto:natalie.miller9@nhs.net)

## **The NWL Homeless Health Community of Practice is for YOU!**

Please get in touch with your ideas or requests for what you would like to cover:

- Guest speakers
- Training and development
- Clinical skills
- Sharing experiences and expertise
- Training in specific approaches
- Case discussions

All portraits sourced from Centre for Homelessness Impact [ResourceSpace](#)

# Useful Links

- **NWL ICB website:** [Homeless health :: North West London ICS \(nwlondonicb.nhs.uk\)](http://nwlondonicb.nhs.uk)
- **Groundswell:** Top tips for GPs to support people with multiple disadvantage <https://groundswell.org.uk/wpdm-package/top-tips-for-gps-to-support-people-with-multiple-disadvantage/>
- Free e-learning - **Improving Access to Services for Clients Experiencing Multiple Disadvantage & Co-occurring Conditions** [Improving Access to Services for Clients Experiencing Multiple \(aneemo.com\)](http://aneemo.com)
- **NICE guideline [NG214]** - Integrated health and social care for people experiencing homelessness: <https://www.nice.org.uk/guidance/ng214>
- **The Faculty For Homeless and Inclusion Health:** <https://www.pathway.org.uk/faculty/>
- **Streetlink** – new website link - <https://www.thestreetlink.org.uk/>
- **A national framework for NHS – action on inclusion health** [NHS England » A national framework for NHS – action on inclusion health](https://www.nhs.uk/england/a-national-framework-for-nhs-action-on-inclusion-health)
- **Transformation Partners in Health and Care Homeless Health Programme:** <https://www.transformationpartnersinhealthandcare.nhs.uk/our-work/homeless-health/>

