

Acute Homeless Liaison Service

March 2018

“The measure of a country’s greatness should be based on how well it cares for its most vulnerable populations”

Mahatma Gandhi

OUTCOMES



- Overview of Homelessness
- Role of Acute Homeless Liaison Nurse
- Homeless Patients Journey
- Partnership working with other Homeless and Generic Services
- Referral routes into Specialist Homeless Health Services
- Discharge Protocols with local authorities
- Associated issues relating to Homelessness



THE TEAM

Margaret Montgomery – AHLS Coordinator
Ian Culverwell - AHLS Charge Nurse
Isabel McGlone – Administrative Assistant

Covering the following sites:

Glasgow Royal Infirmary

Gartnavel General

Queen Elizabeth University Hospital

And associated Hospitals

The service is based in the Glasgow Royal Infirmary

Role of the AHLS



- Promote safe discharge
- Source emergency accommodation when required
- Ensure follow-up health care (even for Irregular Discharge)
- Prevent re-presentation at A&E and readmission
- Provide contact details for homeless services or signpost to services who may have more information

Rationale for the Acute Homeless Liaison Service



“Improve access and care pathways into and out of hospital for Homeless people”

The homeless patient's journey through the health care system



Injury/ill health



Avoidance/delay of dealing with problem



Deteriorating health



Presentation to A&E or Admission to hospital



Recovery



Discharge

The homeless patient's journey through the health care system



Injury/ill health → Avoidance/delay of dealing with problem →

Deteriorating health → Presentation to A&E or Admission to hospital

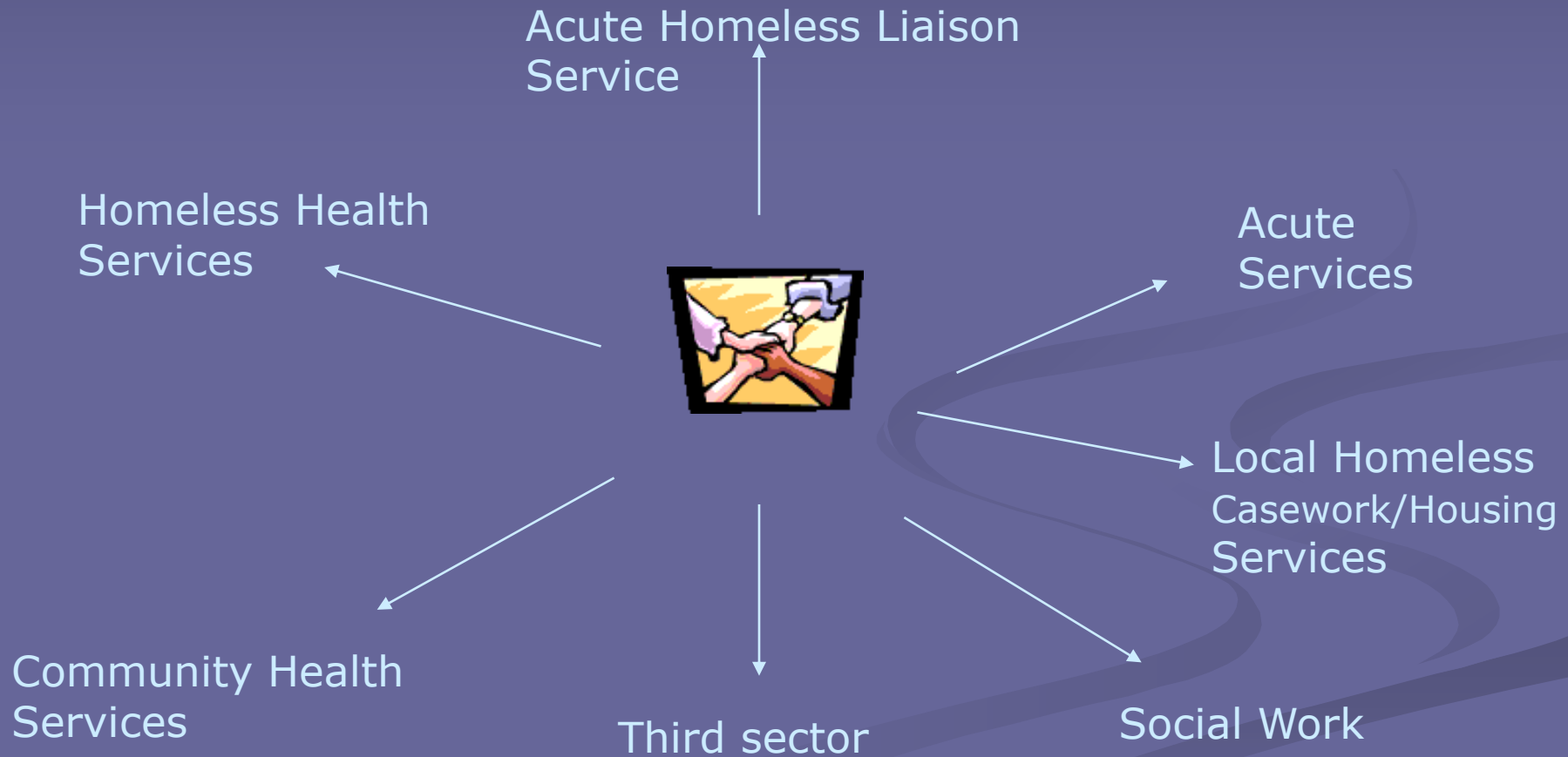
Acute Homeless Liaison Nurse
Input or Out of Hours contact
numbers for homeless services

Recovery → Discharge

With continuity of care and awareness of services
To present to or contact

Case Study

Partnership working



INTEGRATED DISCHARGE PROTOCOLS

Protocols in place with the following local authorities:

- Glasgow City Council
- South Lanarkshire Council
- North Lanarkshire Council
- West Dunbartonshire Council
- East Dunbartonshire Council
- Renfrewshire Council
- East Renfrewshire Council
- Inverclyde Council

Specialist Homeless Health Services



- Homeless Health Services
- Dedicated GP Service for homeless people in Glasgow
- Includes Addiction and Mental Health Teams
- Other services include Nurses, OT, Sexual Health, Pharmacists, Family Health Care, Podiatry and Dietician
- Also link into other Health and Homeless Services i.e. NHS Lanarkshire

Other Issues

- Non UK Residents
- No local Connection to Glasgow
- Preventing Homelessness
- Day Centres/ Night Shelter/ RSVP

To Summarise:-

- Whatever the cause of homelessness the patients health needs are often not their primary concern
- Being roofless impacts on mental health and increases risks of alcohol and substance abuse
- Availability of emergency accommodation very restrictive
- Continuity of care and accommodation on discharge can help prevent re-presentation at hospital and may lead to less chaotic lifestyles

Any Questions

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