

Hospital Discharges Pathway

| | Referral | Assessment | Personal Housing Plan | Discharge |
|-------------------|---|--|--|--|
| Activities | <p>An individual who is identified by the hospital as homeless or threatened with homelessness is referred to Housing Needs/ Options</p> | <p>A Housing Needs / Options Officer contacts and conducts assessment face to face or by phone. This includes a needs and risk assessment if support needs have been identified. The Housing Needs / Options Officer and client will develop and agree a Personal Housing Plan (PHP)</p> | <p>If the client has low/medium support need, they will be assisted by a Housing Needs Officer</p> <p>If the client has med/high support need, they will be also referred appropriate specialist housing providers and support agencies</p> <p>Clients will also be referred to other support agencies to meet other needs identified that are non-housing related</p> | <p>Temporary Accommodation arranged if appropriate/eligible: Alternative accommodation facilitated if not eligible for temporary accommodation.</p> |
| Timescale/by whom | <p>On the day of admission, if a housing need is identified, then a referral form should be emailed to</p> <p>Ward Discharge coordinator</p> <p>Housing Needs / Options</p> | <p>Within 2 working days or referral being received</p> <p>Housing / Needs Options Officer</p> <p>Housing Needs / Options Officer feedbacks to Discharge coordinator outcome of assessment</p> | <p>If the client has med/high support need, they will be also referred appropriate specialist housing providers and support agencies</p> <p>Social care</p> <p>Housing Related Support</p> <p>Housing Needs / Options Officer</p> <p>If the client has no/low support needs</p> <p>Housing Related Support</p> <p>Housing Options Officer</p> | <p>Temporary Accommodation Officer</p> <p>Housing Needs Officer</p> <p>Temporary Accommodation</p> <p>Independent Accommodation</p> <p>Return Home</p> <p>Hostel Accommodation</p> |

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Housing Needs have an important role to play in supporting the health and wellbeing of the population. The service can help with finding solutions to enable discharge and help avoid admissions.

Housing Needs have a working protocol with social care, hospitals and other health agencies to assist customers who are homeless, threatened with homelessness or have a housing need.

On admission to a hospital ward a patient's housing circumstances are ascertained. If there are any issues that could lead to homelessness on discharge, then hospital staff should contact the Housing Needs Service via the duty to refer contact details. An appropriate Housing Needs Officer will then be assigned to the case.

Often potential homelessness can be prevented, but even where this is not possible it is much easier for the patient and the Local Authority to find the accommodation and support the customer if a referral is made at the earliest point possible.

Housing Needs will undertake a detailed assessment for all customers who present for assistance or are referred in by hospitals and health agencies. A personalised housing plan will be drawn up confirming any advice given, how the Council will assist the customer and what the customer needs to do to help themselves. With the consent of the patient the assessment and personalised housing plan can be co-produced with the service lead within the Discharge Hub.

Housing Needs work collaboratively with internal and external partners to secure affordable settled housing for their customers i.e. mediation to return home, advice on Gateway to Homechoice (including transfers), adaptations, private rented accommodation or supported accommodation.

