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Communication process for COVID Homeless Health Hotels and Hostels

Please read this document in conjunction with [Frequently Asked Questions](#) advice for hostels

When and how to contact COVID CARE?

If a client develops symptoms in a non-CARE site (including GLA hotels, non-GLA hotels, hostels, and on the streets) support staff on site should seek input from the local team supporting the hotel, primary care (e.g. GP) or 111 to assess the client. This could be the local clinical team attached to the hotel/hostel, the GP or by calling 111 to assess any client that is symptomatic, but not in need of urgent medical care/hospitalization. If concerned that the client is very unwell, please call 999.

Strong efforts should be made for that person to self-isolate and they should be given a mask

Testing:

In addition to the above, the support staff or medical team at the hostel or hotel should contact the Find and treat team to request testing by completing a [referral form](#) and sending it to via haltteam.cnwl@nhs.net.

The Find & Treat team have three teams of two people (South London, North West and North East London). You can find out more information [here](#). They will make contact with the hotel or hostel to get more detail. If testing is appropriate, they will arrange to visit (where possible within the next 24 hours) to undertake the test. At the time of undertaking testing, they will undertake a clinical and needs assessment, including issues relating to the accommodation and ability to self-isolate. Test results usually take 24 -36 hours (but can sometimes be longer) and the result will be given to the referrer and the client wherever possible. If the client cannot be contacted directly, we will ask the referrer to communicate the result to the patient. This is to ensure timely infection control measures are put in place.

In the majority of cases transfer to COVID CARE will be considered after the test result returns as positive.

In some situations, someone with a positive test result may be supported to remain where they are if they are able to self isolate and be monitored closely enough.

In some situations, transfer to COVID CARE will be arranged without a waiting for a test result.

What happens if the results are positive?

If the test comes back from the laboratories as positive for COVID-19 the Find & Treat team will inform the referrer at the hotel / hostel who should give the information to the client.

The NHS CARE site will be informed and the multidisciplinary team will consider the referral and if appropriate the client will be allocated a bed, transferred and booked in to the COVID CARE site. The CHORUS team will be informed. The referral site must request the transfer through the CHORUS team as soon as the patient has been accepted by the COVID CARE site. The site will arrange transport via black cab.

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What happens if the test is negative?

If the test is *negative* for COVID19 then the NHS Care site is not appropriate for the client. The referrer will be advised of the outcome and asked to continue to self-isolate for 14 days from the onset of symptoms in case the result was a false negative.

What if the client is unable to self-isolate?

If the client's current location *does not* allow for effective self-isolation, E.g. they are rough sleeping, in a shelter, or hostel with shared facilities then the support staff or Outreach team should phone the Covid care directly on **07376185873**. They will assess and provide advice over the phone. They will discuss with the multidisciplinary team and where transfer to CARE is appropriate, will contact CHORUS and the site who will arrange transfer by black cab.

The **CARE** will test the client for COVID19 upon arrival at Care site

If the test is **positive** the client will remain at NHS COVID Care site for 14 days since symptom onset or until stable.

If the test is **negative a clinical decision will be made** about if they should remain or be discharged from NHS COVID CARE. **If the decision is to discharge**, they should be returned to **where they came from as soon as possible**, or a non GLA site or local authority hostel should be identified.

Anyone leaving a hostel or hotel should have their bed saved for their return

Monitoring clients within the hotel or hostel

Daily symptom monitoring of all clients should occur throughout their stay in the hotels or hostels. If they become symptomatic, please refer as above.

How staff can chase results if they do not come back automatically and who should chase?

Results are checked by the Find & Treat team daily and communicated to the hotels by phone

What should clients be told if they remain in the hotel/hostel?

They should stay in their room and self-isolate for 14 days from the onset of symptoms and report any new signs or symptoms to the staff.

What monitoring should patients have if they remain in a hotel or hostel

Staff should be regularly checking in with the client 2 or 3 times a day monitoring their temperature, breathing and other symptoms. If they are concerned, they should call the medical team attached to the facility, the on-call service, 111 or out of hours service. 999 should be called if there is deterioration in breathing or other deterioration

Who is responsible for organising transfer?

If the patient is accepted the hotel/hostel staff in conjunction with the CHORUS team will order the Taxi and prepare them for transfer, including bagging up possessions and liaising with NHS COVID Care to see if they are ready. They will be provided with a mask and gloves, for use in the taxi and during

***About the London COVID-19 Homeless Health Operations Centre**

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transfer. The hotel or hostel will keep the clients bed free until their return from the Care site. Please ensure any medication is transferred together with the client and send a copy of the [transfer form](#) to the NHS CARE site with the client

What is the process for discharge back to the hotel after 14 days or when client stable?

The team will ensure the client is asymptomatic for 48 hours prior to discharge from the NHS CARE site. They will inform patient before transfer that they will be moving back to the hotel or hostel. The CARE team will inform the clinical team (and in-reach GP where available) and the non-clinical staff at the return facility that the client is to be discharged
The transfer is organised by the CARE site through CHORUS team

What is the guidance on whether the patient should self-isolate on their return?

The client is advised to continue to self-isolate for those in vulnerable groups as per PHE guidance. The hotel or hostel support staff should continue to monitor for symptoms of COVID or other deterioration and re-refer to CARE as necessary.

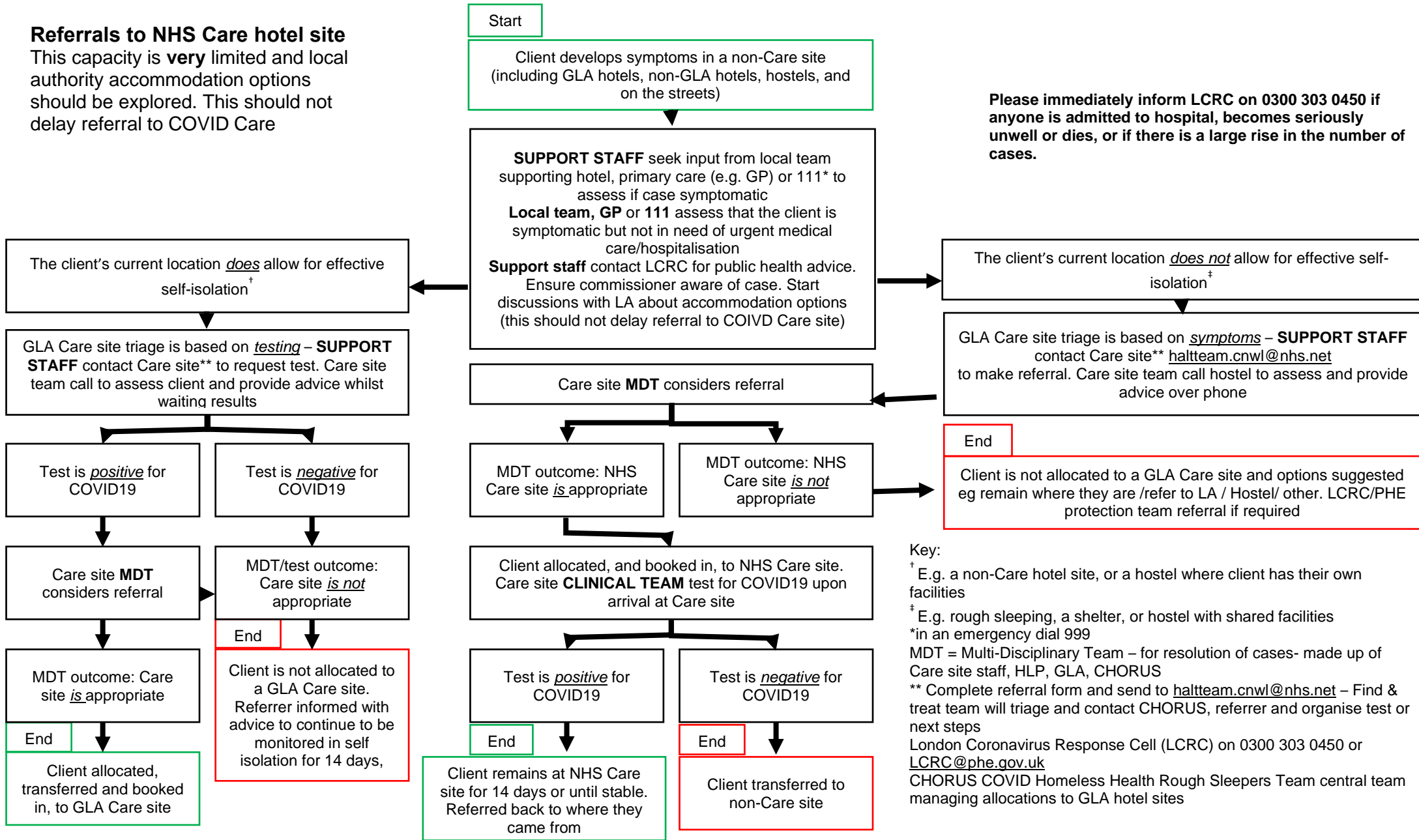
If return to current accommodation is not appropriate, you should ensure that the local commissioner is aware of the case and initiate discussions with the local authority (LA) about accommodation options

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Referrals to NHS Care hotel site

This capacity is **very** limited and local authority accommodation options should be explored. This should not delay referral to COVID Care



Start

Client develops symptoms in a non-Care site (including GLA hotels, non-GLA hotels, hostels, and on the streets)

SUPPORT STAFF seek input from local team supporting hotel, primary care (e.g. GP) or 111* to assess if case symptomatic
Local team, GP or 111 assess that the client is symptomatic but not in need of urgent medical care/hospitalisation
Support staff contact LCRC for public health advice. Ensure commissioner aware of case. Start discussions with LA about accommodation options (this should not delay referral to COVID Care site)

Please immediately inform LCRC on 0300 303 0450 if anyone is admitted to hospital, becomes seriously unwell or dies, or if there is a large rise in the number of cases.

The client's current location does allow for effective self-isolation[†]

The client's current location does not allow for effective self-isolation[†]

GLA Care site triage is based on testing – **SUPPORT STAFF** contact Care site** to request test. Care site team call to assess client and provide advice whilst waiting results

GLA Care site triage is based on symptoms – **SUPPORT STAFF** contact Care site** halteam.cnwl@nhs.net to make referral. Care site team call hostel to assess and provide advice over phone

Care site **MDT** considers referral

Test is positive for COVID19

Test is negative for COVID19

MDT outcome: NHS Care site is appropriate

MDT outcome: NHS Care site is not appropriate

End

Client is not allocated to a GLA Care site and options suggested eg remain where they are /refer to LA / Hostel/ other. LCRC/PHE protection team referral if required

Care site **MDT** considers referral

MDT/test outcome: Care site is not appropriate

Client allocated, and booked in, to NHS Care site. Care site **CLINICAL TEAM** test for COVID19 upon arrival at Care site

Key:

[†] E.g. a non-Care hotel site, or a hostel where client has their own facilities

[‡] E.g. rough sleeping, a shelter, or hostel with shared facilities

*in an emergency dial 999

MDT = Multi-Disciplinary Team – for resolution of cases- made up of Care site staff, HLP, GLA, CHORUS

** Complete referral form and send to halteam.cnwl@nhs.net – Find & treat team will triage and contact CHORUS, referrer and organise test or next steps

London Coronavirus Response Cell (LCRC) on 0300 303 0450 or LCRC@phe.gov.uk

CHORUS COVID Homeless Health Rough Sleepers Team central team managing allocations to GLA hotel sites

MDT outcome: Care site is appropriate

End

Client is not allocated to a GLA Care site. Referrer informed with advice to continue to be monitored in self isolation for 14 days,

Test is positive for COVID19

Test is negative for COVID19

End

Client remains at NHS Care site for 14 days or until stable. Referred back to where they came from

End

Client transferred to non-Care site

End

Client allocated, transferred and booked in, to GLA Care site