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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, if you are a **hostel**, complete the [UCL CCIH Baseline Surveillance Survey](#) and sign up to daily reporting which will alert the COVID Care team should you have any new symptomatic cases. If you have already completed this survey, please use the [UCL CCIH Daily Symptom Survey](#) to provide daily updates - this will trigger testing if you have symptomatic residents.

If you are a **hotel site** please use the referral form on the Healthy London Partnership website <https://www.healthy london.org/resource/homeless-health-during-covid-19/> and send it to the Find and Treat team via haltteam.cnwl@nhs.net.

The Find & Treat team (who are linked with clinicians at COVID CARE) have three teams of two people (South London, North West and North East London). 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, the Find & Treat team 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 COVID19 the Find & Treat team will inform the referrer at the hotel / hostel who should give the information to the client.

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The CARE site 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. This will be organized by the CHORUS team who will arrange transfer by black cab. The referral site must request the transfer through the CHORUS team as soon as the patient has been accepted by the COVID CARE site.

What happens if the test is negative?

If the test is *negative* for COVID19 then the 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 complete a [referral form](#) and send to haltteam.cnwl@nhs.net. The Find & Treat team will speak to the outreach worker or call the hostel to assess and provide advice over the phone. They will discuss with the COVID Care multidisciplinary team and where transfer to CARE is appropriate, will contact CHORUS who will arrange transfer.

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

If the test is **positive** the client will remain at GLA 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 discharged from 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 Care 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/hotel?

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

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

The London COVID-19 Homeless Health Operations Centre (HHOC) is staffed by the Healthy London Partnership (HLP) and acts on behalf of the London COVID-19 Homeless Health Response Cell (HHRC), which comprises representatives from the local and regional NHS in London, Greater London Authority, local authority providers, Public Health England, third sector partners and other key stakeholders.

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 COVID Care to see if they are ready. They will be provided with a mask and gloves, for use in the taxi and during 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 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 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 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 and guidance in PROTECT facilities

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 GLA Care hotel site

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

