



## Guidance on referral into COVID CARE for non-clinical settings

This document provides some guidance on referral into COVID CARE for rough sleepers and people with a history of rough sleeping following June 22<sup>nd</sup> closure of the London City site

This document may be updated in line with the changing situation.

If a **resident** becomes unwell with a new or worsening, continuous cough or a high temperature, they need to be immediately isolated in a separate room for 14 days from the onset of symptoms.

In practical terms, this means identifying a bedroom where they can stay alone and ideally have access to a separate bathroom facility.

**If isolation of a symptomatic individual is not possible you should contact your commissioner, and/or local authority to make use of local accommodation provision. This should not however delay referral for testing and possible onward transfer to COVID Care.**

**Residential settings for the homeless** (Hostels and pay to sleep locations):

If you have a symptomatic individual:

- For clinical advice go online to NHS 111 (or call 111 if they don't have internet access), or seek advice from a qualified clinician ideally their GP (this should not be in person).
- Ensure your commissioner is aware.
- Welfare checks, social distancing, hand hygiene and environmental cleaning are still essential to reducing the risk of outbreaks in your setting.

### How do I refer to the team for testing?

If you have a resident showing COVID-19 symptoms, please refer to the [Find and Treat Team](#) please contact the Find and Treat team by email on [haltTeam.cnwl@nhs.net](mailto:haltTeam.cnwl@nhs.net) and complete and attach the referral form available [here](#) Once referred to the Find and Treat team they will contact you to discuss the case further and arrange to visit within 24 hours. Test results currently take 2-3 days. The team will let the referrer know the result. Please see the process map for further details.

For further information about what action hostels should take if they have a symptomatic case please see the [frequently asked questions](#)

**Outreach teams:** If you are referring a **symptomatic individual** from an Outreach Team, please contact COVID Care directly on **07376 185873**.

If you have **2 or more clients** with symptoms of COVID-19 please contact the London Coronavirus Response Cell (LCRC) on 0300 303 0450 or [LCRC@phe.gov.uk](mailto:LCRC@phe.gov.uk) for public health advice. **Please immediately inform LCRC on 0300 303 0450 if anyone dies, or if there is a large rise in the number of cases. The LCRC is also available for advice on implementing PHE guidance, if needed.**



## **COVID Care**

- If the individual is suitable for a COVID CARE (a facility for those who are symptomatic who cannot self-isolate and need some care) it may be possible to arrange a transfer out of the hostel. **The client's bed will need to be held until they return**
- A full process map is provided at appendix A below.
- **The email for covid care referrals at the Mildmay hospital is:**  
[Covidcare.mildmay@nhs.net](mailto:Covidcare.mildmay@nhs.net) and their phone number is **07376185873**

**There will be limited spaces available through this route, and local solutions should always be sought alongside referral to COVID Care.**

Please note **COVID-Care is suitable for:**

1. Clients with suspected (new or worsening persistent dry cough and/or a self-reported fever/temperature over 37.8C) or confirmed COVID-19 and are considered an **infection risk** (within 14 days of onset of clinical symptoms).
2. Any referring location is required to keep the bed free for the individual referred to COVID-Care for them when they are discharged. This is a requirement at the point of transfer.
3. Should there be more demand than beds available, referral into COVID-Care sites will be prioritised based on a combination factors including the clinical needs of the client, suitability of the accommodation they are currently in and reducing outbreak risk, and non-medical support needs.
4. All referrals will need to be approved prior to transfer/admission including a documented hand-over/transfer.
5. All individuals referred:
  - **Should be able to self-contain and manage with some support in a hotel, hostel or residential setting.**
  - **Should not exhibit chaotic or uncontrolled behaviour due to unmanaged substance use or excessive alcohol use.**
  - **Should not be at risk of exhibiting violent behaviour towards others.**

If an individual is accepted at NHS COVID Care please complete the transfer form which is available at <https://www.healthy london.org/wp-content/uploads/2020/04/Hostel-and-Hotel-transfer-18.4.20-final.docx>

## **Immediate action and infection control**

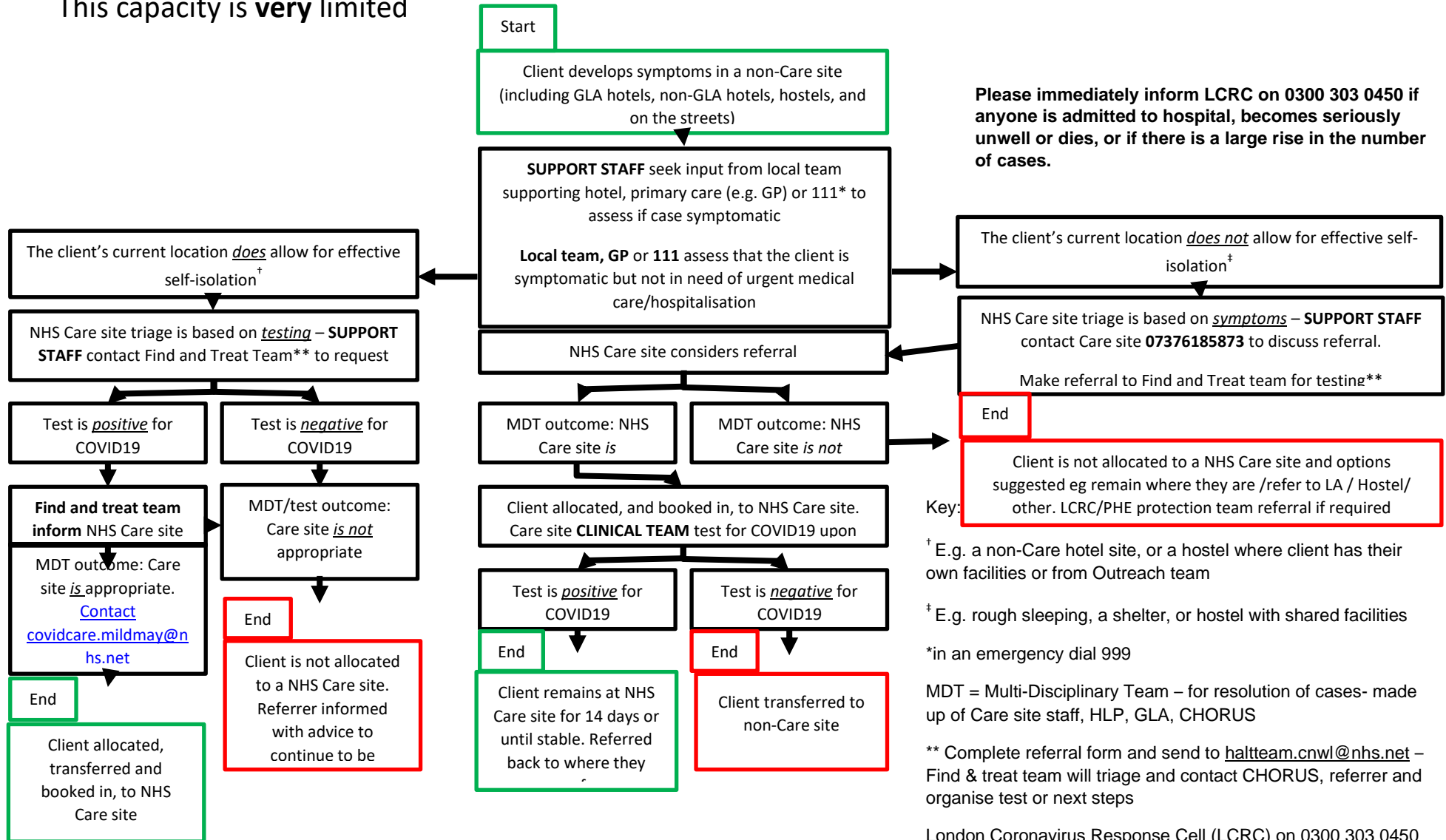
For more information on what action you should take please see the Frequently Asked Questions for Hostels (these may also be useful for other settings) which are at <https://www.healthy london.org/resource/homeless-health-during-covid-19/>

## **Outreach Teams**

If you are referring from an Outreach Team please contact the COVID CARE team directly, [see here for further information](#)

## Referrals to NHS COVID Care site at Mildmay Hospital from June 22<sup>nd</sup> 2020

This capacity is **very limited**



**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 not allow for effective self-isolation†

NHS Care site triage is based on symptoms – SUPPORT STAFF contact Care site **07376185873** to discuss referral.  
Make referral to Find and Treat team for testing\*\*

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

Key:

† E.g. a non-Care hotel site, or a hostel where client has their own facilities or from Outreach team

‡ 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 [haltteam.cnwl@nhs.net](mailto:haltteam.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](mailto:LCRC@phe.gov.uk)