

Sent via email

To:

- **Trust Chief Executives**
- **Discharge leads**
- **Emergency Departments**

NHS England & Improvement  
Wellington House,  
133-135 Waterloo Road,  
London, SE1 8UG

4<sup>th</sup> May 2020

Dear Colleagues,

**COVID-19 Pandemic: Management of Homeless Patients on discharge from Hospital Emergency Departments to GLA COVID Care**

On the 14<sup>th</sup> April the London Clinical Advisory Group agreed [guidance on discharge from hospital for patients experiencing or at risk of homelessness](#) and [referral form](#).

In addition to this guidance we are now able to open up direct referrals from emergency departments to COVID Care for those patients who do not require a hospital admission but who are displaying signs of COVID infection and who are homeless.

In this situation where the individual cannot safely self-isolate while unwell, the Emergency Department should undertake a COVID test and then contact the COVID Care facility directly via: 07376185873 to discuss the transfer. Once accepted the emergency department should organise transport to the COVID Care facility Testing and transporting homeless people to this facility should avoid anyone being discharged to the street with potential COVID-19

In addition to the above, organisations **should follow the usual approach, making use of local authority provision**. The statutory ‘duty to refer’ remains a legal requirement during this time, and therefore anyone experiencing, or at risk of, homelessness must also be referred to the local authority housing department.

For emergency department staff who are not familiar with the ‘duty to refer’ process, Health Education England’s recently launched e-learning tool is a useful resource. Search for “Duty to Refer for Frontline NHS staff” on <https://portal.e-lfh.org.uk>

Please see attached the guidance and referral form and contact details at Appendix A. Please do not hesitate to contact London COVID-19 Homeless Health Operations Team about the overall programme of work [hlp.homelesshealthcovid19team@nhs.net](mailto:hlp.homelesshealthcovid19team@nhs.net)

Kind Regards,

**London COVID-10 Homeless Health Operations Team**

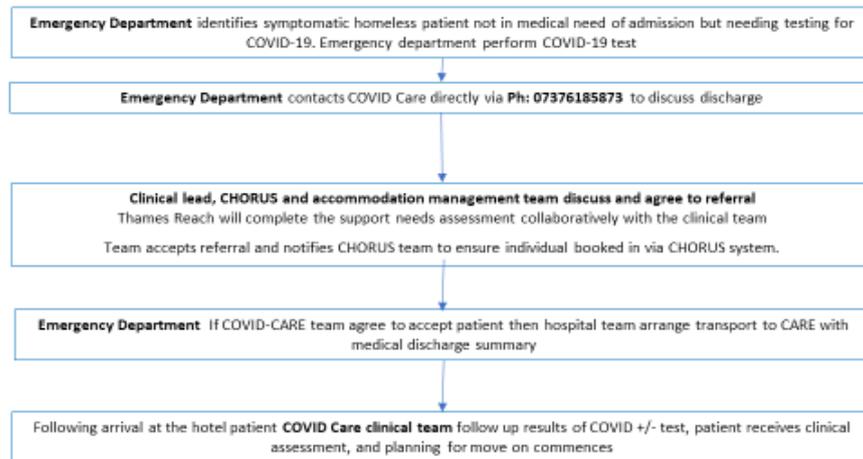
NHS England and NHS Improvement



CC  
CCG Pathway leads  
STP Leads and homeless health Clinical Leads  
Steering group

## Appendix A

### Emergency Department – Homeless patient not in medical need of admission



London COVID19 Homeless Health Operational Team (LCHOC) Team: For Health referrals

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