



Guidance on referral into COVID CARE for non-clinical settings

This short document provides some guidance on referral into COVID CARE for rough sleepers and people with a history of rough sleeping in temporary or communal accommodation.

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.

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.
- 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/>
- The COVID Care team will contact you to discuss the case further and arrange testing. If the individual is suitable for a COVID CARE facility (a hotel 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. A full process map is provided at appendix A below.
- Even for a single suspected or positive case contact the London Coronavirus Response Cell (LCRC) on 0300 303 0450 or 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.**

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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 patient, 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 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.**

Timing

Once referred into COVID Care the team aim to visit within 24 hours. Test results currently take 2-3 days for a result. The COVID Care team will let the referrer know the result. Please see the process map for further details.

If an individual is accepted at COVID Care please complete the transfer form which is available at <https://www.healthy london.org/resource/homeless-health-during-covid-19/>

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/>

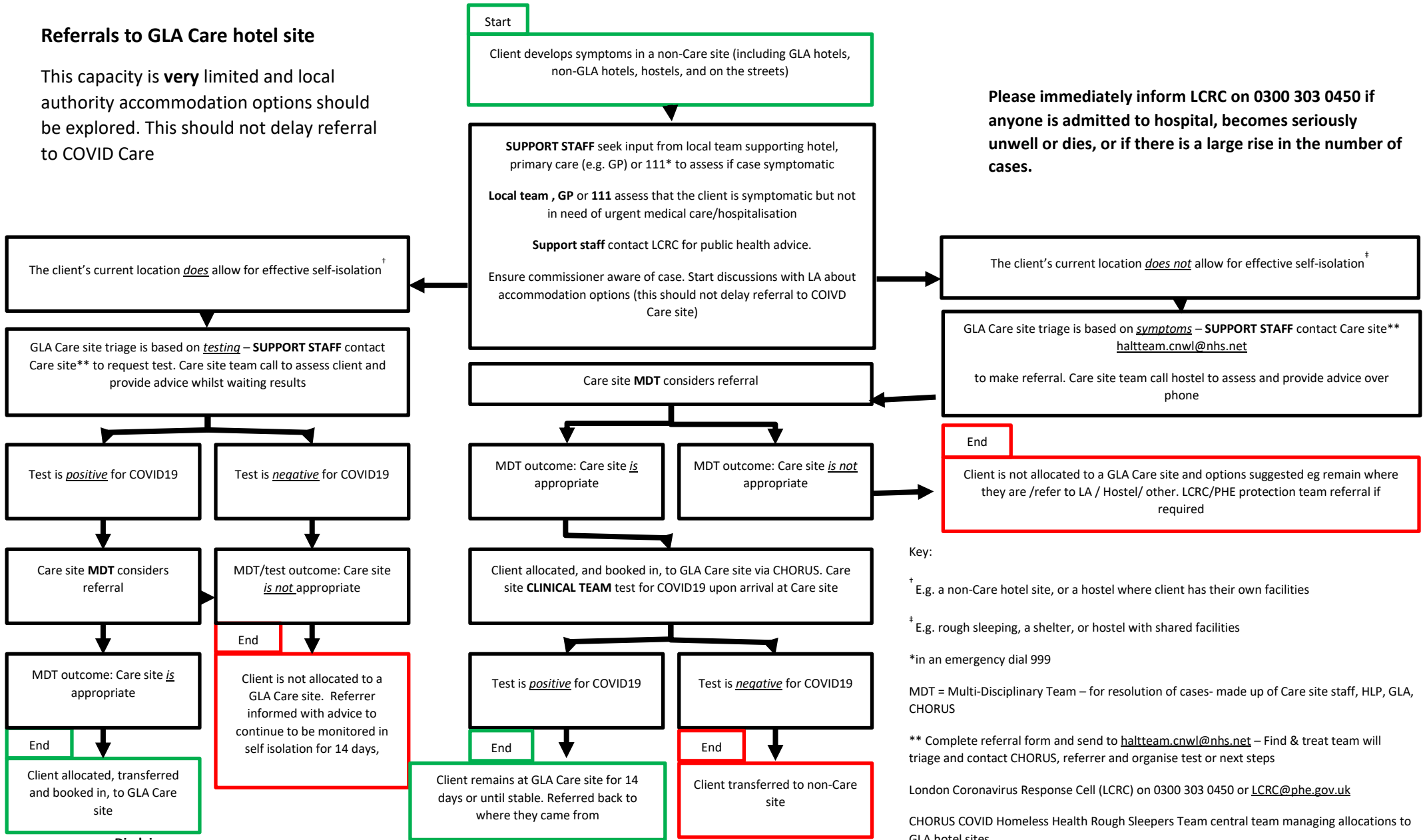
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Referrals to GLA Care hotel site

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

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.



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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 haltteam.cnlw@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