

## Hospital Discharge Pathway Plan

At a national level the number of patients discharged from hospital with no settled accommodation to return to has been rising each year. These people are at high risk of homelessness and rough sleeping.

The Homeless Reduction Act places a duty on hospital trusts, emergency departments and urgent treatment centres to refer people who are homeless, or at risk of becoming homeless within 56 days, to their local council. Duty to Refer can provide an effective mechanism for non-housing agencies to secure housing advice and assistance for individuals under their care.

The 11 Surrey districts and boroughs have a County wide Hospital discharge protocol for clients with mental health needs from acute wards with named hospital discharge coordinators. This enables us to engage with those at risk of homelessness at the earliest opportunity. This enables Housing Services to engage with those at risk of homelessness at the earliest opportunity and means Housing Officers can visit wards, meet clients, attend ward round meetings and are involved in hospital discharge meetings and Care Plan Approaches. This joint multi-agency approach has helped planned discharges for clients who were at risk of homelessness

A&E's and general wards are encouraged to use the Duty to Refer process so not to have a unplanned hospital discharge.

### Contact Details

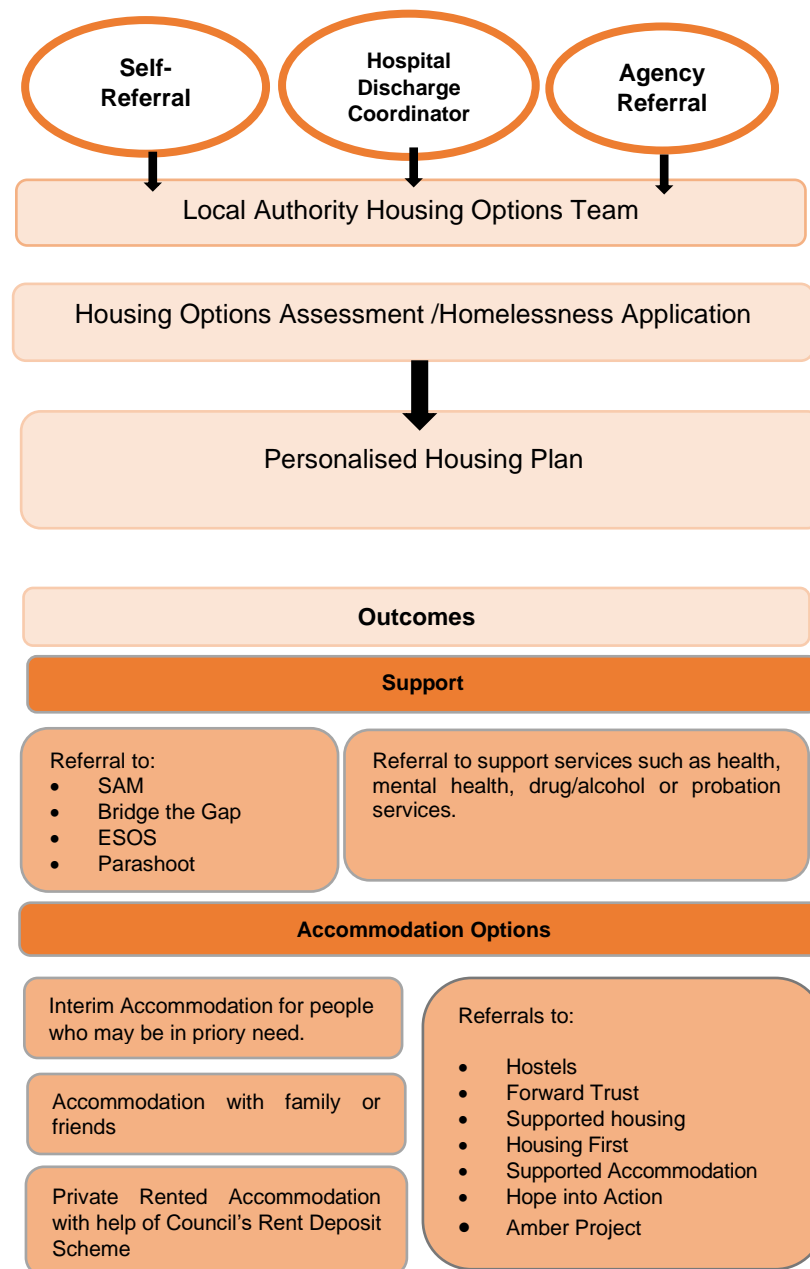
#### Housing Services

01372 732000 / [housing@epsom-ewell.gov.uk](mailto:housing@epsom-ewell.gov.uk)

#### Duty to Refer

[dutytorefer@epsom-ewell.gov.uk](mailto:dutytorefer@epsom-ewell.gov.uk)

**ALERT** - <https://live.housingjigsaw.co.uk/alert/duty-to-refer>



# Hospital Discharge Pathway Plan

	Referral	Assessments	Personal Housing Plan (PHP)	Outcomes
<b>Activities</b>	<p>A person who is homeless or threatened with homelessness may self-refer or be referred through another statutory service or advice agency.</p>	<p><b>Housing Options Assessment /Homelessness Application</b></p> <p>Housing Options Officer will undertake a full housing options assessment of the person's housing and support needs. A personalised housing plan will then be drawn up confirming any advice given, how the Council will assist and what the customer may need to do to help themselves. Housing Services will complete their homeless investigations as required.</p> <p>Assessment will be made to establish if there is a reason to believe whether the person is in priority need.</p>	<p>The Personalised Housing Plan will set out the actions or tasks to be taken by you and the Council, so you can either remain in your current accommodation or find alternative accommodation.</p>	<p>Interim Accommodation for people who may be in priority need.</p> <p>Accommodation with family or friends</p> <p>Referrals to:</p> <ul style="list-style-type: none"> <li>• Hostels</li> <li>• Forward Trust</li> <li>• Supported housing</li> <li>• Housing First Accommodation</li> <li>• Hope into Action</li> <li>• Amber Project</li> </ul> <p>Help to find private rented accommodation with the Council's Rent Deposit Scheme.</p> <p>Parashoot Floating Support Service</p> <p>Referral to support services such as health, mental health, drug/alcohol or probation services.</p> <p>For those with multiple and complex needs referral to Surrey Adults Matter (SAM) &amp; Bridge the Gap</p> <p>Person to be supported to complete Housing Needs Register application to be considered for social housing in the future.</p>
<b>Who is Involved</b>	<ul style="list-style-type: none"> <li>• Self-Referral</li> <li>• Duty to Refer/ ALERT</li> <li>• Hospital Discharge Co-ordinators</li> <li>• CMHRS</li> <li>• Adult Social Care</li> <li>• DWP</li> <li>• Churches/Faith groups</li> <li>• CAB/Voluntary sector</li> </ul>	<ul style="list-style-type: none"> <li>• Homeless Person</li> <li>• Housing Options Team</li> <li>• Relevant Support agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Homeless Person</li> <li>• Housing Options Team/Rent Deposit Officer/ Housing Needs Team</li> <li>• ESOS</li> <li>• Hospital Discharge Co-ordinators/ CMHRS/ Adult Social Care</li> <li>• SAM/Bridge the Gap</li> <li>• Forward Trust/Amber/Hope into Action/ Support Accommodation Providers</li> <li>• DWP/ ETHOS</li> <li>• Mental Health/Drug &amp; Alcohol/ Probation services</li> <li>• Parashoot Floating Support Service</li> </ul>	