

## **Section 1: Prevention of Homelessness Protocol – Manchester**

### **The Homeless Reduction Act & Duty to Refer**

The Homeless Reduction Act (HRA) was implemented by Local Authorities in England in April 2018 and places new responsibilities on Councils to prevent and relieve homelessness. Local Authorities are required to provide free information and advice to anyone who needs it and to provide specific advice to vulnerable groups (including those leaving hospital). The advice given must include:

- how to prevent homelessness and secure accommodation
- the rights of people who are homeless or threatened with homelessness
- what help is available and how to access it

The HRA places a legal duty on specified public authorities, which includes hospitals, to refer anyone under their care who is homeless or threatened with homelessness to a Local Housing Authority but only if the person consents to the referral being made.

#### **Step 1: Early Identification**

The most important step in preventing homelessness is to identify what accommodation each patient has as early as possible. If the patient has no, or unsuitable, accommodation this will enable action to prevent homelessness to be started immediately. Care must be taken to respect patients' privacy and dignity requirements during this information gathering process including taking into account any needs in relation to equality and diversity guidance and legislation.

A person is considered to be homeless if they are:

- Rough sleeping or have no fixed abode
- Staying with friends or family (sofa surfing)
- Staying in a hostel, night shelter or B&B (temporary accommodation)
- Squatting
- Living in insecure, unstable accommodation

A person is threatened with homelessness if they are going to lose their accommodation in a short space of time.

#### **Emergency Department (A&E)**

Receptionist will ask each attendee for their address.

A&E staff will establish the following:

- If the person is roofless (i.e. rough sleeping) or insecurely/inappropriately housed
- Their address and accommodation type (social housing or private tenant, lodging, etc.)
- If they can remain at this address and if not, why not

## **Wards**

Some patients' housing circumstances may change whilst staying in hospital. This may be because:

- The person they are staying with decides not to allow them to return
- They lose their home whilst in hospital
- Their home is unfit or in need of adaptations because of their condition
- They are unable to return to their home on discharge due to domestic reasons (e.g. domestic or other forms of violence)
- Their eligibility status in relation to access to public funds (welfare entitlements, homelessness assistance) changes

All agencies will ensure that existing accommodation continues to be available and that, where necessary, steps are taken to address suitability issues. Suitability issues are not limited to medical/adaptation issues and may include things like property condition.

Only in exceptional circumstances will people be rehoused into temporary or respite accommodation.

## **Step 2: Referral**

If a patient is identified as homeless or at risk of homelessness they must be offered a referral to the Local Housing Authority of their choice. The referral can be made to any LHA but patients should be advised that the LHA who will be able to offer the most support will be the one they have the strongest connection to (recently resided there for at least 6 months or have immediate family connection in the local authority).

To facilitate an effective response, the referral must be made as soon as possible to allow the Solutions Service to determine the patient's needs and the housing options that may be available to them.

Referrals should contain as minimum:

- Name
- Date of birth
- Contact details (if patient does not have a phone, address or alternative way to contact please advise them to make contact with the relevant LHA in 2 working days)
- Referral reason (homeless/at risk of homelessness)
- Consent for the referral from the patient

Formal referrals to Manchester City Council should be made online here:

[https://secure.manchester.gov.uk/forms/form/1594/en/public\\_authority\\_duty\\_to\\_refer](https://secure.manchester.gov.uk/forms/form/1594/en/public_authority_duty_to_refer)

A Housing Solutions Officer will respond no later than the following working day to make arrangements to progress the case.

If a patient declines a referral this must be recorded using the relevant hospital site recording system.

### **Step 3: Discharge for homeless patients admitted to hospital**

The relevant hospital discharge team is responsible for facilitating the earliest discharge possible in circumstances where there is potential homelessness.

The relevant hospital discharge team will be responsible for identifying patients who have an issue in relation to post-discharge accommodation. They will be responsible for raising issues with the appropriate agency as soon as possible. The relevant hospital discharge team will also consider eligibility for assistance and recourse to public funds as this is relevant as to which agencies can provide support. The relevant hospital discharge team will consider what duties may be owed to someone who has no recourse under the Care Act 2014, and will refer to the No Recourse to Public Funds team who will assess eligibility for assistance. In extreme cases of very high medical need patients may be eligible for assistance via the Housing Register; this will be determined by the No Recourse to Public Funds team.

Ward staff must be aware of this process and highlight concerns regarding patients' accommodation with the relevant hospital discharge team.

On becoming aware of an accommodation issue, the relevant hospital discharge team will establish:

- If the person is roofless (i.e. rough sleeping) or insecurely/inappropriately housed
- Their address and accommodation type (social housing or private tenant, lodging, etc)
- If they can remain at this address and if not, why not
- Whether or not the patient has recourse to public funds and is eligible for assistance

The relevant hospital discharge team will collect the following information from the patient:

- Full name and date of birth
- National Insurance Number (if known)
- Previous address and type of housing
- Names and ages of any dependents that live with them
- Any other agencies involved with the patient
- Any risks the patient may pose to themselves and any risk to the patient's health a lack of housing may cause
- Any particular needs that require other services to facilitate discharge (remember that this may trigger a section 2 referral)

**All homeless patients under the age of 18 must be referred to Contact Manchester (Telephone 0161 234 5001) as a safeguarding referral**

The relevant hospital discharge team will establish if the patient's needs will be best met through:

1. Addressing identified social care needs
2. Addressing accommodation needs
3. A combination of both

In the case of 2 & 3 above, the relevant hospital discharge team will recommend to the patient that they consent to a referral to a local authority for assistance in preventing them from becoming homeless. Discharge staff should be mindful that this may not be Manchester City Council. The patient has the right to be referred to any local authority of their choice.

The referral must be made with the patient's consent and should be made to the relevant local authority as soon as possible.

Referrals to Manchester City Council should be made to the Housing Solutions Service (formerly the Homelessness Advice and Assessment Service). **The service is available 9.00am – 4.30pm Monday – Friday on 0161 234 4692 outside of these hours please use the out of hours number 0161 234 5001.**

The service offers a telephone triage service, so staff may phone for advice in advance of making a formal referral.

Formal referrals to Manchester City Council should be made online here:

[https://secure.manchester.gov.uk/forms/form/1594/en/public\\_authority\\_duty\\_to\\_refer](https://secure.manchester.gov.uk/forms/form/1594/en/public_authority_duty_to_refer)

A Housing Solutions Officer will respond no later than the following working day to make arrangements to progress the case.

If a decision to discharge is made late on working day (after 3pm), it is unlikely that accommodation will be found that night. In such cases, hospital staff will ensure that a bed remains available for the patient until the next day.

**If a patient is discharged after 3pm**

Hospital staff must not discharge a patient with other needs (rather than those relating solely from having no accommodation) without discussion with the relevant hospital discharge team.

**Out of Hours discharge (Please avoid discharge after 7.00pm)**

Patients who have no other needs must be encouraged to find their own solution to their immediate accommodation problem. For example, they may wish to book into a hotel. There are many budget and other hotels available across the city. If this is not feasible then the patient should be asked to ring the Contact Manchester telephone line on 0161

234 5001 and inform the responder that they are homeless. The contact centre will advise the patient on their options. They will be asked to provide additional information about their circumstances. This telephone interview is no guarantee that accommodation will be provided.

### **Self Discharge from Hospital**

If the patient discharges themselves prior to services being in place:

- Complete the discharge notification form and send a copy to the GP
- Notify the patient's GP as soon as possible if there is a delay in the DNF completion
- Notify the Housing Solutions Service or any address the patient has been using (e.g. hostel)
- Notify your discharge nurse or social care service
- Notify any local services you know are involved with the patient
- Notify the Rough Sleepers Team if required

Additional information on Homelessness services is available at:

[http://www.manchester.gov.uk/site/scripts/documents\\_info.php?categoryID=200117&documentID=1428](http://www.manchester.gov.uk/site/scripts/documents_info.php?categoryID=200117&documentID=1428)

## **SECTION 2 – A guide and resource pack for hospital discharge planners in accessing support and accommodation to facilitate hospital discharge**

Many patients will require additional services (have other needs) in order to facilitate their discharge.

These may include:-

- Intermediate Care Assessment and Services
- Continuing Health Care Assessment and Services
- Community Care Assessment and Services
- Substance Misuse Services
- Mental Health Services
- Finance and Benefit Advice

It is important that you make sure that housing advice and applications for re-housing and or adaptations are completed in parallel to other assessments and that services involved in arranging housing are fully briefed in the needs of the patient. The following services are available to support access to homelessness advice and housing accommodation in Manchester.

### **1. Housing Solutions Service**

#### **1.1 Manchester**

During normal office hours call **0161 234 4692** for advice or to make an appointment or go to the Customer Service Centre which is based in the Town Hall Extension and ask to speak to the Housing Solutions Triage Officer more information can be found at the following link:- <http://www.manchester.gov.uk/homes>

If the Housing Solutions Service receives clear information from you well before the patient is due to be discharged they will have time to make a clear decision regarding the patients need for accommodation and where necessary may find accommodation for them.

The HSS is responsible for undertaking Manchester City Council's Homelessness statutory responsibility. The overarching aim of the service is to work with people to, where possible, prevent homelessness and to make appropriate referrals to other specialist services, including support and accommodation providers. Where the prevention of homelessness is not possible HSS will ensure that all homelessness applications are investigated. The standards to which the service operates can be found at:-

<http://www.manchester.gov.uk/homes>

In an emergency out of hours please call **0161 234 5001**.

## 1.2 Greater Manchester

Duty to Refer email addresses to send Homeless Reduction Act referral:

Please see below for the contact details for the Housing Solutions Services for the other 9 Local Authorities in Greater Manchester:

### **Bolton Council**

01204 335830

Out of hours **01204 337777**

[homelesswelfare@bolton.gov.uk](mailto:homelesswelfare@bolton.gov.uk)

<http://www.bolton.gov.uk/website/pages/Homelessness.aspx>

### **Bury Council**

0161 253 5537

Out of hours 0161 253 6606

<https://www.bury.gov.uk/index.aspx?articleid=14177>

### **Oldham Council**

0161 393 7117

[housingoptions@fcho.co.uk](mailto:housingoptions@fcho.co.uk)

[https://www.oldham.gov.uk/info/100007/housing/1821/housing\\_advice](https://www.oldham.gov.uk/info/100007/housing/1821/housing_advice)

### **Rochdale Council (Rochdale Boroughwide Housing)**

0300 303 8548

Out of hours 0300 303 8875

[housing.homelessness@rbh.org.uk](mailto:housing.homelessness@rbh.org.uk)

<https://www.rbh.org.uk/homelessness-service>

### **Salford City Council**

Present to: 7 Wesley Street, Swinton, M27 6AD

The service is open: 8.30am to 4.30pm on Monday, Wednesday, Thursday and Friday;  
and 1pm to 4.30pm on Tuesday

Out of hours 0161 794 8888

<https://www.salford.gov.uk/housing/homelessness/>

### **Stockport Council**

0161 474 4237

Out of hours **0161 474 2818**

[housing.option@stockporthomes.org](mailto:housing.option@stockporthomes.org)

<https://www.stockporthomes.org/find-a-home/homeless-advice/>

### **Tameside Council**

0161 331 2700

Out of hours 0161 331 2888

[info@tamesidehousingadvice.org](mailto:info@tamesidehousingadvice.org)

[dutytorefer@tamesidehousingadvice.org](mailto:dutytorefer@tamesidehousingadvice.org)  
<http://tamesidehousingadvice.org/>

#### **Trafford Council**

0161 912 2230

Out of hours 0800 218 2000

[HOST@salixhomes.org](mailto:HOST@salixhomes.org)

<https://www.trafford.gov.uk/residents/contacts/secure/housing-options-service-trafford.aspx>

#### **Wigan Council**

01942 487717

Out of hours 01942 828777

<https://www.wigan.gov.uk/Resident/Housing/Council-homes/Find-a-home/Homelessness/Are-you-at-risk-of-being-homeless.aspx>

## **2. The Manchester Move Hospital Discharge Service**

The Manchester Move Hospital Discharge Service will assess the rehousing priority of a patient who is unable to be discharged because they have a **physical or mental health condition** and discharge to their current home or into temporary accommodation would be unsuitable. Referrals for a patient with a **physical health condition** should be made using the referral form, via the Discharge Co-ordinator:

- Email to: [crg.admin@northwardshousing.co.uk](mailto:crg.admin@northwardshousing.co.uk)
- Tel: **0161 720 5816**
- Fax: **0161 720 5804**

Referrals for a patient with a **mental health condition** should be made to the Housing Solutions Service:

- Email to: [hpas dutyoffcier@manchester.gov.uk](mailto:hpas dutyoffcier@manchester.gov.uk)
- Tel 0161 234 4692 (between 9.00am to 4.30pm Monday to Friday)  
0161 234 5001 - all other times.

Where suitable interim accommodation cannot be identified the Manchester Move Hospital Discharge Service will be notified.

## **3. Manchester's Service for Independent Living (MSIL)**

The Adapted Homes Team (AHT) within Manchester Move has city wide responsibility to assess the need of a patients who are unable to return home because they have a physical disability that means they can no longer access their current home and/or they require alternative accommodation, usually a suitably adapted / adaptable rental property to facilitate hospital discharge.



3.1 Patients who are thought to be unable to return to their own home because they have a disability that means their home is not accessible to them.

MSIL and AHT work with the three main Manchester Hospitals Head Occupational Therapists. The current policy is that only equipment and minor adaptations will be provided to facilitate a hospital discharge. Only in very exceptional circumstances will major adaptations be installed prior to the discharge; each case is assessed on its own merits.

For patients who are thought to be unable to return to their own home because they have a disability that means their home is not accessible to them, a referral should be made to the Adapted Homes Team to investigate and assess via the Contact Officer based at the hospital, a referral can be made using the following contact numbers:-

North Manchester: 0161 720 2510

South Manchester: 0161 291 2310 / 2275

Central Manchester: 0161 276 4153

If the Contact Officer is not available then the referral should be made via Contact Manchester: 0161 234 5001

It is very unusual to attempt to install major adaptations prior to a patients discharge from hospital. Customers may need an appropriate period of rehabilitation and it takes significant time to process a Disabled Facilities Grant. Alternative temporary accommodation may need to be sought. The hospital Social Worker and Discharge Co-ordinator should consider what interim measure can be put in place. There are many resources that may be of a benefit to your patient whilst you organise re-housing these include; intermediate care, sub acute rehab wards, transitional housing flats and interim placements in care homes. By planning your re-housing in parallel to rehabilitation or ongoing assessment both patient flow and patient experience will be improved. Referrals should be made via the Discharge Co-ordinator:

Where a patient cannot be discharged because their home cannot be adapted for technical or other reasons and rehousing has been identified as the necessary solution, the Hospital Discharge Co-ordinator should ensure that the patient has registered for rehousing on Manchester Move and has triggered the leaving hospital section of the application form along with the medical assessment. The Manchester Move hospital discharge form should be completed stating the reasons why the patient is unable to return home and why no other temporary accommodation is available or appropriate. The Adapted Homes Team will then if appropriate liaise with the relevant staff involved along with family members/advocates to identify a suitable property that is adapted or adaptable.

Due to the potentially long time it takes to process works to adapt accommodation via a Disabled Facilities Grant ( and to allow the customer an appropriate period of rehabilitation) then alternative, temporary accommodation is likely to be required and be

considered by the Social Worker or Discharge Co-ordinator as an interim measure. There are many resources that may be of a benefit to your patient whilst you organise re-housing these include; intermediate care, sub acute rehab wards, transitional housing flats and interim placements in care homes.

Referrals for rehousing should be made to the Adapted Homes Team:

Email: [Adaptedhomes@northwardshousing.co.uk](mailto:Adaptedhomes@northwardshousing.co.uk)

3.2 Where the patients' home is in need of some minor adaptation or equipment before a patient can return.

The hospital Occupational Therapist will ascertain what equipment or minor adaptations are required to facilitate a discharge and can order these via the Manchester's Service for Independent Living (MSIL) where the equipment is on the direct requisition list. For equipment that is not on the direct requisition list a request will need to be made via the Contact Officer Based at the hospital a referral can be made using the following contact numbers:-:

North Manchester: 0161 720 2510

South Manchester: 0161 291 2310 / 2275

Central Manchester: 0161 276 4153.

Where the Contact Officer is not available the referral should be made via Contact Manchester: 0161 234 5001

#### **4. Mental Health Discharge Process**

**NOTE: This process only applies to patients already on a mental health wards which are part of Greater Manchester Mental Health NHS Foundations Trust (Manchester Division)**

On admission, the named nurse should check that the patient has accommodation to return to.

If the patient is known to mental health services then a Care Programme Approach (CPA) meeting should be held within 7 calendar days of admission. If the patient cannot return to their pre-admission address, or is of no fixed abode, then the Care Co-ordinator should make a referral to the Resettlement Workers within their Community Mental Health Team (CMHT)

If the patient is not known to secondary mental health services, and has no identified accommodation to be discharged to, then the ward is to refer to the Senior Practitioners

in the Patient Flow and Capacity Team who will follow the appropriate discharge housing pathway.

## **5. Patients with a learning disability**

The named nurse should confirm that the person has a learning disability and that terms such as learning difficulty have not become confused. This can be done through medical history, GP registers or as the person self defines. The nurse should ensure a check has been completed that the patient has accommodation to return to.

On admission if patients with a learning disability have an identified support network, registered provider, carer network they should be contacted for advice and assistance about the appropriate housing and support package for the patient.

If accommodation or a support package/extension of current support package is felt to be needed, and the patient consents then a referral should be made to the Hospital Social Work Team. The hospital social work team will offer/seek advice, sign post and assess if the person would be eligible under the Care Act (2014).

## **6. Rough Sleepers**

If a person was sleeping rough before they were admitted to hospital, they may be inclined to discharge themselves, or to leave hospital, before accommodation is found for them. This makes it difficult to engage them in drug or alcohol treatment, or treatment for mental health problems, as well as engaging them in a programme of help to get back into settled housing.

Hospital and social work staff are asked to try to encourage people not to leave before they have been helped by housing staff. If a rough sleeper insists on leaving hospital against medical advice or before supporting services have been engaged and before accommodation has been found for them, then hospital staff are asked to contact Manchester City Council Rough Sleeper Team on 0161 234 5339 or email [roughsleepersteam@manchester.gov.uk](mailto:roughsleepersteam@manchester.gov.uk)

## **7. Patients under 18**

Anyone under 18 who says they are homeless must be referred to Contact Manchester on 0161 234 5001.

There is a protocol that covers access for accommodation for young people of 16-17 years of age.

## **8. Asylum Seekers**

Asylum seekers awaiting the outcome of their application for asylum are eligible for Asylum Support (Home Office accommodation and finances), through Serco (in the North West) on behalf of the Home Office. Local organisations Refugee Action and

ASHA (Asylum Support Housing Advice) can also support people to apply for Asylum Support.

**You can clarify the applicant's status by contacting the UK Visas and Immigration (UKVI) on 0151 213 2712 (it is helpful to have the applicant's Home Office/NASS reference number to hand before ringing).**

**Serco holds the contract with UKVI for the accommodation and transport services for asylum seekers. Contact details are;**

**Email: [homeaffairs@serco.com](mailto:homeaffairs@serco.com)**

Families with children who have been refused asylum can continue to be supported through Asylum Support, but single people and childless couples are likely to have their accommodation terminated.

Asylum seekers who are unaccompanied minors are looked after by the Children and Families Refugee and Asylum Seekers Service (CAFRASS) or the Children's Services team they presented to.

### **9. Refused asylum seekers**

Adult asylum seekers who have been refused asylum cannot usually be housed through council or other public sector housing, and are usually no longer eligible for Asylum Support.

Local organisation, the Boaz Trust accommodate destitute refused asylum seekers (and refugees) in Greater Manchester. They provide accommodation for single adults through single sex shared housing and a volunteer hosting scheme. Once accommodated, Boaz offer advocacy and pastoral support, as well as meeting practical needs like food, to clients. Over the winter months (October – April) they also run emergency winter accommodation. They do not run a drop in or advice service, and can only offer support to those living in Boaz accommodation.

There are waiting lists for accommodation and to refer someone use the referral form on the website – [www.boaztrust.org.uk](http://www.boaztrust.org.uk). To refer someone to Boaz Trust's winter emergency accommodation, please first call the office on 0161 202 1056 to check there is a space before submitting a referral.

Not all night shelters will accept referrals from people with NRPF but over the winter months the Greater Manchester Winter Night Shelter is also open, and will take referrals for people regardless of immigration status (as of 2018, referrals are made via the Booth Centre).

### **10. Refugees**

Refugees are entitled to apply for housing in the same way as any other households (presenting as homeless at local council, social services support, applying for Housing Associations, registering on Manchester Move, private rental etc).

Newly granted refugees who may become homeless when leaving Asylum Support, can be referred to the Boaz Trust (see above).

Homeless refugees can also access night shelters such as Narrowgate or the Greater Manchester Winter Night Shelter.

### **11. No Recourse to Public Funds Service**

People residing in England for other reasons who have no recourse to public funds, for example if their visa has expired, are unlikely to be entitled to housing, social care or

benefits. Contact the No Recourse to Public Funds Team (NRPF), based at Moss Side, on 0161 226 8131.

**Local organisations supporting asylum seekers and refugees:**

**ASHA** (Asylum Support Housing Advice) – 0161 227 8555

**Applications for Asylum Support** (S95/4, formally NASS), general signposting.

Drop in: Wednesday 9.30 – 12.30

<http://gmiau.org/help-and-advice/services/#asylum-support-housing>

**Boaz Trust** – 0161 202 1056

Accommodation and support for destitute asylum seekers and refugees

No drop in service – referrals only.

[www.boaztrust.org.uk](http://www.boaztrust.org.uk)

**British Red Cross** – 0161 888 8932

Destitution projects giving food parcel, bus fare and support for up to 12 months.

5 different sites across Greater Manchester: Bolton, Oldham, Rochdale, Trafford, Salford.

[www.redcross.org.uk](http://www.redcross.org.uk) / [gmrs@redcross.org.uk](mailto:gmrs@redcross.org.uk)

**GMIAU** (Greater Manchester Immigration Aid Unit) – 0161 740 7722

Legal advice, representation and support (including immigration / asylum)

Drop in: Tuesday, from 8.00 (will see first 15 people).

[www.gmiau.org](http://www.gmiau.org)

**MRSN** (Manchester Refugee Support Network) – 0161 868 0777

Support and advice for refugees around housing, benefits and employment, help with travel documents, wellbeing activities

Appointments preferred, but:

Drop in: Monday and Thursday, 10.00 – 1.00

[www.mrsn.org.uk](http://www.mrsn.org.uk)

**Rainbow Haven** – 0161 370 3472

General support and advice, food, signposting, classes etc.

Gorton drop in: Tuesday and Thursday, 10.00 – 3.00

Salford drop in: Wednesday, 10.00 – 3.00

[www.rainbowhaven.org.uk](http://www.rainbowhaven.org.uk)

**Refugee Action** – 0161 831 5420

Help and advice for people in the asylum process, applications for Asylum Support.

No drop in – appointment needed.

[www.refugee-action.co.uk](http://www.refugee-action.co.uk)

**Revive** – 0161 223 5668 / 07500 662596

General support and advice, help with travel documents and family reunion, volunteering, groups & activities.

Beswick drop in: Tuesday, 11.30 – 4.00 (last entry at 2.00)

Salford drop in: Wednesday, 11.00 – 4.00

[www.revive-uk.org](http://www.revive-uk.org)

### **13. Patients experiencing Domestic Violence**

*It may be that a patient cannot return home due to the threat of domestic violence and abuse. Some patients may choose to go into refuge which can be arranged through the domestic violence helpline numbers 0161 636 7525 or the National helpline **0808 2000 247**. Some patients may choose to present as homeless at the Customer Service Centre in Manchester Town Hall Extension. Other patients may not be able to arrange such accommodation or have more specific needs perhaps due to age, disability, mental health issues or substance misuse for example. Adults with Care and Support needs may require support from the Adults Multi Agency Safeguarding Hub and 0161 234 5001.*

*Whenever domestic abuse is disclosed hospital staff should use the Domestic Abuse Assessment and Referral form to assess the risk (also known as DASH or Risk Indicator checklist RIC) as per the Manchester Safeguarding protocol 'Working together to Safeguard adults and children from Domestic Abuse'. The protocol and form can be found at the following website;*

<https://www.manchestersafeguardingboards.co.uk/resource/domestic-violence-abuse/>

*There is guidance in the Safeguarding protocol which includes the referral pathway for specialist domestic abuse support, dependent upon the level of risk assessed.*

### **13. Patients with Drug and Alcohol Problems**

CGL are the commissioned drug and alcohol service in Manchester and have 3 base sites in the city:

#### **Carnarvon Street**

43A Carnarvon St  
Manchester  
M3 1EZ  
0161 214 0770

#### **Bradnor Point**

Bradnor Road  
Sharston Industrial Estate  
Wythenshawe

M22 4TF  
0161 945 8772

**Zion Centre**  
339 Stretford Road  
Hulme  
M15 4ZY  
0161 226 5526

Referrals can be made over the phone with the patient's consent. Once the referral has been received the patient will be offered an appointment for assessment. Once the client has been assessed the patient will be offered treatment pathways depending on their individual needs.

#### **14. Housing Related Support**

There is a wide range of specialist support that the Council commissions from a variety of public and voluntary organisations. Details of these can be found on the Housing Related Support website:-

[http://www.manchester.gov.uk/info/500341/housing\\_help\\_and\\_advice/968/housing\\_support\\_to\\_live\\_independently/2](http://www.manchester.gov.uk/info/500341/housing_help_and_advice/968/housing_support_to_live_independently/2)

#### **15. Homeless Families Health Visiting Team**

The Homeless families' health visiting team provides a city wide health visiting service to families and pregnant women placed in temporary accommodation in Manchester. This includes families placed in women's aid accommodation. The team work as part of a wider multiagency team alongside designated housing workers and midwives.

Homelessness and insecure accommodation create barriers for parents and children to access primary care. Families may not be registered with a local GP or dentist and health appointments are often missed due to frequent changes of address. The team are notified by Manchester city council when a family are placed in temporary accommodation and each family is allocated a health visitor regardless of the age of the children, the health visitor makes an assessment of the families health needs and supports them to access appropriate services.

Contact details; Chorlton Health Centre, 1 Nicolas Road, Chorlton M21 9NJ

Team Administrative support: Patrick Collins,

Tel. **0161 860 2935**

Email: [mft.homelessfamilieshealthteam@nhs.net](mailto:mft.homelessfamilieshealthteam@nhs.net)

#### **16. Welfare Benefits**

Patients may need to be advised that their welfare benefits (including Council Tax and Housing Benefit) may be reduced or stopped after their admission to hospital. It is very important that action is taken to make sure those patients are aware of this and action taken to ensure that payments continue.

The [Benefit Services](http://www.manchester.gov.uk/benefits) can be found at <http://www.manchester.gov.uk/benefits>

### **17. Specialist GP service for homeless patients**

Urban Village Medical Practice

Ancoats Primary Care Centre

Old Mill Street

M4 6EE

Tel: 0161 272 5652 (Homeless Team) 0161 272 5656 (Practice)

Fax: 0161 272 5659

[www.uvmp.co.uk](http://www.uvmp.co.uk)

The Urban Village Medical Practice provides full GP registration at the practice for people who are homeless. The practice is based in Ancoats, northwest of the city.

Eligible patients include:

- Any single homeless person in Manchester City area who is rough sleeping, sofa surfing or squatting.
- Any single homeless person staying in a Manchester night shelter
- Any single person residing in Brydon Court, Newbury House, Women's Direct Access Centre, Woodward Court and Salvation Army hostels in Ancoats and Beswick.
- Generally patients have to have been in Manchester for approximately 2 weeks before they are eligible for registration.
- Assessment for registration does not guarantee registration. If during the assessment it is identified that Urban Village Medical Practice may not be the most appropriate place for someone to be registered (for example due to location or prescribing policy) patient can be signposted or supported to register at an alternative GP practice.

Everyone seeking to register with the practice who meets the above criteria is required to see a link worker for the purpose of initial health assessment and registration. The individual is required to provide details about his/her current living arrangements, events leading to homelessness and level of contact with local homeless services as part of the registration process.

To request an assessment or to seek advice on homeless healthcare please contact the Homeless Service Team on **0161 272 5652**.

### **18. Mpath Service**

Homeless patients admitted to Manchester Royal Infirmary should be referred to the hospital homeless in-reach service Mpath delivered by Urban Village Medical Practice.



The team undertake ward rounds every morning (Monday-Friday) to support homeless patients during their hospital stay and provide:

- GP registration advice
- Signposting to homeless and health services
- Accommodation options advice

To refer a patient please complete an Mpath ICE referral or contact the team on bleep number 2296 or the office on 0161 2725652.

## **19. Street Support**

Street Support Network is a central online hub to find appropriate support services based on a person's needs and location - including advice, drop in centres, meals, personal items, health services, food banks and more. Find out more at [streetsupport.net](https://streetsupport.net).

## **20. The Booth Centre**

The Booth Centre is an advice and activities day centre supporting people who are homeless, or at risk of homelessness in Manchester. They have an open door policy - everyone is welcome. Hospital discharge workers are welcome to call the centre to let them know that a person will be attending the centre and what support they would like. This call needs to take place as early in the day as possible so that they can plan for the person's arrival at the centre - anytime from 8.15 onwards - people must arrive before midday. They will help people to look for accommodation, though they are not able to guarantee that accommodation will be found, and do not have accommodation of their own.

As part of the Greater Manchester European Union Homeless Prevention project, they are funded to assist EEA Nationals to return to their home countries, should they wish to do so and to help UK Nationals to reconnect outside of Manchester, should they wish to do so.

The Booth Centre  
Pimblett Street  
Manchester  
M3 1FU  
0161 8352499

## **21. Shelter**

The Shelter advice team provide specialist housing, debt and welfare benefits advice. The team deliver advice from the Shelter Manchester Hub and run drop in sessions across the City so that advice can be easily accessed by all. The service also provides telephone advice appointments, and if necessary home visits. If you would like

to make an appointment for somebody you are working please get in touch on the details listed below.

Contact details: 5 Samuel Ogden Street, Manchester, M1 7AX

Team Administrative support: Joshua Davies

Tel. 0344 515 1681

Email: [targetedadvice servicemanchester@shelter.org.uk](mailto:targetedadvice servicemanchester@shelter.org.uk)

### **23. Barnabus**

Barnabus supports the homeless including those in temporary or unsupported accommodation. The Beacon Drop In Centre is open Monday - Friday for food, showers, clothes, access to a nurse on three mornings a week and activities. The Support Office is open from 10am -1pm for people who may need a referral to emergency or supported accommodation, or for help with any issue which is stopping someone remaining in accommodation. The earlier people arrive the better the chances of housing them as they have no accommodation of their own; all referrals are to external accommodation providers. It is helpful if you are able to call the office when referring people to Barnabus.

45 Bloom Street  
Manchester  
M1 3LY  
0161 237 3223

### **24. Mustard Tree**

Mustard Tree helps people to change their lives, secure better accommodation and improve their economic wellbeing. They create opportunities for people to help themselves through providing practical support, friendship, connections into work and improvements to health and wellbeing, alongside new experiences to encourage aspiration

Their offer includes:

- Crisis provisions, such as food clothing and toiletries.
- Access to a Food Club – a mini supermarket where you can buy 10 items for just £2.50.
- Cheap furniture to help make a house a home – including discounts for people on in need
- Meaningful daytime activity including structured volunteering and training, as well as drop in art, textiles, music and drama activities
- English for speakers of other languages classes
- Help to find work

They are open to the public as a shop, and anyone is welcome from 10-4 Monday, Tuesday, Wednesday and Friday, and 10-12.00 on Thursdays.

Drop ins are welcome, but it is best to call ahead so the team know to expect a guest.

**Mustard Tree Manchester Hub**

110 Oldham Road  
Ancoats  
Manchester  
M4 6AG  
0161 850 2282

**Mustard Tree Salford Hub**

50 Hulton District Centre  
Little Hulton  
Salford  
M28 0AU  
0161 505 0974

**25. Manchester Foodbanks**

There are a number of foodbanks in Manchester. To locate the most appropriate site for a patient please use the following map:

<http://greatertogethermanchester.org/find-support/food-banks/>

Referral processes vary between foodbanks so please contact the relevant foodbank directly or pass contact information to the patient.

# Appendix 1: GP registration leaflet

## Help if you are refused registration

Ask the GP receptionist to write the reason why they cannot register you in the box overleaf. You cannot be refused registration because you are homeless, do not have proof of address, identification or because of your immigration status.

If the GP already has too many patients they can refuse to register you. In this instance they must explain why in writing. If this happens to you, or a helper, you can seek advice on how to access GP services from a local homeless support organisation, day centre or hostel.

### You can make a complaint

**By email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net) (for the attention of the complaints manager in subject line).

**By post:** NHS England, P.O. Box 16738, Redditch, B97 9PT.

**By phone:** 0300 311 2233 (Telephone Interpreter Service available).

### For further information

You may be able to get help and advice from your local Citizens Advice:  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or your local Healthwatch: 0300 068 3000  
[www.healthwatch.co.uk](http://www.healthwatch.co.uk)

This information can be made available in alternative formats, such as easy read or large print and may be available in alternative languages upon request. Please contact 0300 311 2233 or email [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

NHS England Gateway Reference: 06277

## Message to the GP Practice

**Thank you for helping to register this patient.** We hope the patient was able to show you relevant documents. NHS Guidelines say 'if a patient cannot produce any supportive documentation but states that they reside within the practice boundary then practices should accept the registration'.

Please be aware that a homeless patient cannot be refused registration on the basis of where they reside because they are not in settled accommodation. For safety reasons they may need to change the places where they sleep rough on a daily basis. There is no regulatory requirement to prove identity, address, immigration status or an NHS number in order to register as a patient and no contractual requirement for GPs to request this.

Those who are homeless, vulnerably housed or 'of no fixed abode', asylum seekers, refugees and overseas visitors, whether lawfully in the UK or not, are eligible to register with a GP practice even if they are not eligible for secondary care (hospital care) services.

The patient MUST be registered on application unless the practice has reasonable grounds to decline. GP practices have limited grounds on which they can turn down an application and these are, if

- ➔ The commissioner has agreed that they can close their list to new patients.
- ➔ The patient lives outside the practice boundary.

(N.B. As this relates to patients in settled accommodation, it is not an applicable ground to refuse to register a homeless patient.)

If you require further information or advice, please contact your local NHS England primary care commissioning team ([www.england.nhs.uk/about/regional-area-teams](http://www.england.nhs.uk/about/regional-area-teams)).

Please refer to the NHS England Guidance on Patient Registration: Patient Registration Standard Operating Principles for Primary Medical Care (GP), November 2015: [www.england.nhs.uk/commissioning/wp-content/uploads/sites/12/2015/11/pat-reg-sop-pmc-gp.pdf](http://www.england.nhs.uk/commissioning/wp-content/uploads/sites/12/2015/11/pat-reg-sop-pmc-gp.pdf)

### To be completed by the GP practice

If you cannot register this patient, please identify the reasons from the list below and sign and date the form so the patient is informed.

- A. Our list is closed to new patients as from (date) ☐
- B. The patient states that they live outside the practice boundary and we do not offer an enhanced registration service. ☐

(N.B. This relates to patients in settled accommodation so is not an applicable ground to refuse to register a homeless patient who sleeps rough or is vulnerably housed in the vicinity of your practice)

- C. We cannot register the patient due to other reasons as stated below: ☐


Name:

GP Practice:

Other reason (if applicable):


Date:

Signature:



PEOPLE WHO ARE HOMELESS

## How to register with a doctor (GP)





## Registering with a doctor

You need to register with a GP as soon as you can, so you can see the GP when you are sick.

### What does it cost?

**There is no charge to register with a GP in England.** Once you are registered, there is also no charge to see your GP. If your GP decides that you need medicine, you will receive a prescription. To get your medicine, take the prescription to any pharmacy. If you have an HC2 certificate, you will not be charged for the medicine. You should show this to the staff at the pharmacy and also tick the correct box on your prescription.

If you haven't got an HC2 certificate, you will need to apply for one using the HC1 form with help from a support group, if needed. Application criteria does apply, so if you want more information you can contact Help with Health Costs on **0300 330 1343** or go onto the following website at [www.nhs.uk/1125.aspx](http://www.nhs.uk/1125.aspx)

If you need to see a GP, but have difficulty speaking or understanding English, tell the staff at the GP surgery. They will be able to arrange an interpreter. You will not be charged for this service.

## Do I need ID to register?

You do not have to provide ID when registering with a GP, but it is helpful to do so. It is helpful if you can provide at least one of the documents below when registering with your GP:

- ➔ **Passport**
- ➔ **Birth certificate**
- ➔ **HC2 certificate**
- ➔ **Rough sleepers' identity badge**
- ➔ **Hostel registration/ mail forwarding letter**

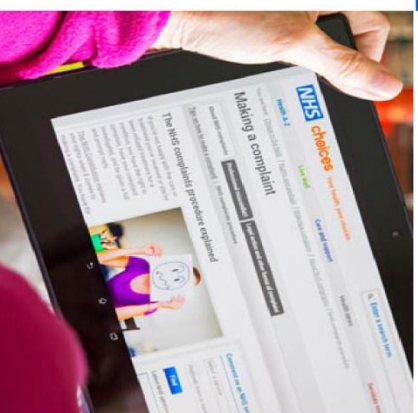


## Finding a doctor

Before you register, contact the GP practice to explain that you are 'of no fixed abode' or living or staying temporarily in the vicinity of their practice. You are entitled to register in the area where you are, without 'proof of address'.

You can register with any GP in your local area as long as they have space for new patients. You can also get help by:

- ➔ **Asking friends**
- ➔ **Asking at the library**
- ➔ **Asking local organisations such as schools, mosques, temples, and churches**
- ➔ **Asking a support worker**
- ➔ **Looking on the NHS Choices website - [www.nhs.uk](http://www.nhs.uk)**



## Registering with a doctor

Ask to register at the GP reception. Show this leaflet and they will ask you to fill in a registration form. Ask for help with filling in the form if needed and return it to the GP reception.

### Help with filling in the form

Local organisations that support homeless people may be able to help you fill in the GMS 1 form or local registration form.

If you can't get help, tell the GP receptionist. Ask them to help you fill in the form so you can register.

- ➔ If you prefer, you can ask to see a female GP (if available). If not, ask the receptionist for a female chaperone.
- ➔ You can expect to be treated politely and with dignity.
- ➔ The GP and staff will expect you to treat them politely.
- ➔ You can ask for help if you feel they don't understand your needs.
- ➔ You can ask to discuss your health issues and personal details in a quiet and confidential place at the GP surgery.
- ➔ Your details should always be kept confidential and safe by the GP.