

REFERRALS

Homeless Pathway

Phone: 020 7613 6347
Email: admissions.mildmay@nhs.net

COVID-Care Pathway

Phone: 07895 751 370
Email: covidcare.mildmay@nhs.net

Mildmay's aims are to:

- deliver better care and health outcomes for homeless patients
- make more efficient use of all available health resources by freeing up NHS acute beds and providing medical respite/rehabilitation for this vulnerable cohort, improving the likelihood of a safe and full recovery.



Mildmay Mission Hospital is rated 'Outstanding' by the Care Quality Commission, providing a 'gold standard' level of personalised, multidisciplinary care for people with complex needs.

Life in all its fullness for everyone in Mildmay's care

For more information:

T: 020 7613 6347
E: admissions.mildmay@nhs.net
W: mildmay.nhs.uk/homeless-pathway

To support Mildmay's work:

T: 020 7613 6311
E: info@mildmay.org
W: mildmay.org/donate



Mildmay Mission Hospital

19 Tabernacle Gardens
London E2 7DZ

W: mildmay.nhs.uk
Social: @MildmayUK

Registered charity No 292058



MILDMAY
Transforming Lives



Mildmay Mission Hospital

Step-Down Homeless Medical Care Pathway

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Jonathan Rados on Unsplash



Mildmay Mission Hospital is the first specialist unit to provide step-down care for the homeless population of London, addressing a huge unmet need for specialised medical care following treatment in an NHS hospital/acute centre.

Service benefits

Our medical respite/rehabilitation services help to prevent serious illness and unplanned hospital admissions, making Mildmay more cost-effective than standard care.

Although our specialist medical and nursing care prioritise people who are homeless with tri-morbidity, (i.e. physical ill-health or injury complicated by a history of mental illness and problems related to substance misuse) the homeless pathway is not exclusively for patients with tri-morbidity i.e. some have co-morbidities, complex physical conditions etc.

We free up NHS beds and help homeless patients improve their health and likelihood of reintegrating into the community.

Homeless Pathway

This service provides rehabilitative healthcare for people who are homeless or rough-sleeping and recuperating from illness or injury. It employs the medical leadership and personalised treatment and care provided by our multidisciplinary team to alleviate the burden on NHS hospitals.

12 step-down beds (*no. is subject to change*) are available for homeless patients being referred by NHS hospitals/acute centres providing services and care in a 'psychologically informed' environment with a dual focus on convalescence and recovery, and client-centred, co-ordinated planning for move-on.

Homeless Pathway admission criteria

- The service is intended for single homeless people, including rough sleepers, hostel-dwellers and those with no recourse to public funds, for whom discharge would be otherwise delayed because adequate care cannot be provided in their previous environment.
- These are planned admissions and patients are admitted Monday to Friday
- When admitted, these patients access a wide range of therapies according to their needs, in addition to medical and nursing care
- Homeless Pathway teams are normally involved in all step-down referrals, although this may change in the future
- Patients will be sufficiently recovered to no longer need high-cost acute medical or surgical hospital care, but may still need medical and nursing care
- Patients still need further convalescence and community care planning before a safe hospital

discharge can be achieved

- Once a planned discharge from Mildmay is arranged, patients will be further supported by specialist homelessness and social care charities such as *Pathway*.

COVID-Care Pathway

Mildmay is London's primary facility for COVID-Care for patients who are homeless and do not require acute care.

Two COVID-Care beds are available for homeless individuals who are experiencing COVID-19 symptoms and need to isolate until they receive a negative result.

COVID-Care Pathway admission criteria

- Patients can be referred by a wide range of teams across London including outreach teams and homeless hostels, when COVID-19 is suspected or confirmed in a homeless individual
- patients are admitted when they need to isolate until their period of isolation has been completed
- Patients can be admitted 24 hours a day, 7-days a week
- Referring teams must arrange and fund the patient's transport on admission or discharge, to or from Mildmay.

Goals and outcomes

1. No rough sleepers die on the street
2. No one is discharged from a hospital to the street
3. There is equal and fair access to healthcare for those who are homeless.