



### Our purpose is two-fold:

1. To deliver better care and health outcomes for homeless patients
2. To 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.

### REFERRALS:

#### Homeless Pathway

Telephone: 020 7613 6347

Email: [admissions.mildmay@nhs.net](mailto:admissions.mildmay@nhs.net)

#### COVID-Care Pathway

Telephone: 07376 185 873

Email: [covidcare.mildmay@nhs.net](mailto:covidcare.mildmay@nhs.net)

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



## MILDMAY UK TRANSFORMING LIVES

For more information about Mildmay's Homeless Pathway and to make a referral, contact us at:

T: 020 7613 6347

E: [admissions.mildmay@nhs.net](mailto:admissions.mildmay@nhs.net)

W: [mildmay.org/homeless-pathway](http://mildmay.org/homeless-pathway)

COVID-Care:

T: 07276 185 873

E: [covidcare.mildmay@nhs.net](mailto:covidcare.mildmay@nhs.net)

To support the work of Mildmay, please contact us at:

T: 020 7613 6311

E: [info@mildmay.org](mailto:info@mildmay.org)

To make a donation, go straight to: [mildmay.org/donate](http://mildmay.org/donate)

### MILDMAY MISSION HOSPITAL

19 Tabernacle Gardens  
London E2 7DZ

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

@MildmayUK

Registered Charity No 292058



*Mildmay Hospital is  
London's primary facility  
for homeless Covid-19  
patients*

# HOMELESS PATHWAY

Specialist Step-Down &  
COVID-Care



## HOMELESS PATHWAY

Mildmay 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.

This pilot 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.

Ten step-down beds 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.



- 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 a further period of isolation and/or 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.

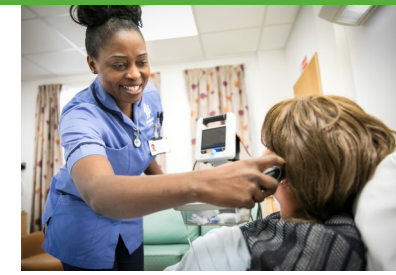
## COVID-CARE PATHWAY

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

Four 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, as they await a negative Covid swab result



- 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.

## SERVICE BENEFITS

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

Specialist medical and nursing care aims to meet the needs of 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 and possibly COVID-19.

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

## GOALS AND OUTCOMES

Mildmay's aims are that:

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.