Out-of-Hospital Care Models Programme for People Experiencing Homelessness

Audit Tables for Homeless Intermediate Care Teams
Quarterly Monitoring Data Year 2 (2021/22) and Year 3 (2022/23)

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Specialist Homeless Intermediate Care Teams (ICTs): are clinically-led (usually multi-disciplinary) teams offering time limited case management support to homeless patients in the community following discharge from hospital. There are no specialist ICTs operating in the out-of-London test sites and only 2 teams in London. **TS13** supports homeless patients on all D2A Pathways (generic and specialist). In TS13 efforts have been made to ensure homeless patients are able to access 'generic' P2 and P3 intermediate care beds (as well as specialist P2 beds). Here, the specialist ICT plays an important role in supporting staff in generic intermediate to address homeless and housing related issues and supports them to work in trauma informed ways to manage any challenging behavior. **TS16** offers nurse led intermediate care (step-up and step-down) and works mainly in hostels and other temporary accommodation. **TS16** is the only site to have both an IRT and and ICT. **TS13** does not provide clinical care (only case management). **TS16** provides clinical care (e.g. wound dressing).

Positive Practice is Highlighted Using the Symbol = ☀

1. Number of Homeless Patients Referred/Accepted (% acceptance rate).
2. Average Case Load (Clinical Staff)
3. Average Case Load (Housing/Care/Settle-in/Reablement/Support Staff)
4. Number of Face-to-Face Contacts (per team)
5. Average length of time ICT Supports Patient.
6. Number of Patients Supported Longer than 6 weeks.
7. Number of Health/Therapy Assessments Completed
8. Percentage of Patients Receiving a Care Act, 2014 assessment.
9. Number of Patients Self Discharging from ICT Support
10. Number of People (re)Admitted to Hospital (elective planned admission)
11. Number of People (re)Admitted to Hospital (non-elective emergency admission)
12. Number of People Having One or Move Visits to A&E while supported by ICT
13. Sleeping Rough at Point of Admission to Hospital
14. Numbers Sleeping Rough After Discharge from ICT support

More information on specialist homeless out-of-hospital care services can be found at:
https://www.local.gov.uk/sites/default/files/documents/68.7%20HICM%20HomelessnessAA.pdf

In-reach Teams CL = Clinically-led HL = (Housing-Led)

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Table 1: Intermediate Care Teams (ICTs)- Patient Numbers

Specialist Homeless Intermediate Care Teams (ICTs): are clinically-led (usually multi-disciplinary) teams offering time limited case management support to homeless patients in the community following discharge from hospital.). There are no ICTs in the out-of-London test sties

Out-of-London Test Sites	All Test Sites OoL	TS1 CL	TS2 CL	TS3 CL	TS4 CL	TS5 HL	TS6 HL	TS7 HL	TS8 CL	TS9 CL	TS10 CL	TS11 HL	TS12 HL
2021/22	No ICT services												
2022/23	No ICT services												
Total % Acceptance Rate	No ICT services												

London Test Sites	All London Test Sites	TS13	TS14 CL	TS15A CL	TS15B CL	TS16A CL	TS16B HL	TS17A CL	TS17B CL	TS17C HL
2021/22	**21 (22)**	NR	NA	NA	NA	21 (22)	NA	NA	NA	NA
2022/23	**386 (415)**	343 *(372)*	NA	NA	NA	43 (43)	NA	NA	NA	NA
Total % Acceptance rate	**407 (437) 93.1%**	343 *(372)* *92.2%*	NA	NA	NA	64 (65) 98.5%	NA	NA	NA	NA

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Table 2: Intermediate Care Teams – Average Caseload (Clinical Staff)

Specialist Intermediate Care Services (ICTs). are clinically-led (usually multi-disciplinary) teams offering time limited case management support to homeless patients in the community following discharge from hospital Working in trauma informed ways represents 'positive practice' and is facilitated through lower caseloads (relational working).

☀ = *Lower caseloads*

London Test Sites	All London Test Sites	TS13	TS14 CL	TS15A CL	TS15B CL	TS16A CL	TS16B HL	TS17 A HL	TS17B CL	TS17C HL
2021/22		NR	NA	NA	NA	7	NA	NA	NA	NA
2022/23		9	NA	NA	NA	10	NA	NA	NA	NA
Average Case Load		9	NA	NA	NA	9	NA	NA	NA	NA

Table 3: Intermediate Care Teams – Average Caseload (Non-Clinical/Housing Staff)

London Test Sites	All London Test Sites	TS13	TS14 CL	TS15A CL	TS15B CL	TS16A CL	TS16B HL	TS17 A HL	TS17B CL	TS17C HL
2021/22		NR	NA	NA	NA	NA	NA	NA	NA	NA
2022/23		8	NA	NA	NA	NA	NA	NA	NA	NA
Average Case Load		8	NA	NA	NA	NA	NA	NA	NA	NA

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Table 4: Intermediate Care Teams – Number of Face-to-Face Contacts Per Patient

Specialist Intermediate Care Services (ICTs). are clinically-led (usually multi-disciplinary) teams offering time limited case management support to homeless patients in the community following discharge from hospital Working in trauma informed ways represents 'positive practice' and is facilitated through lower caseloads and face to face contact.

= *Higher Numbers of face-to-face contacts*

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London Test Sites	All London Test Sites	TS13	TS14 CL	TS15A CL	TS15B CL	TS16A CL	TS16B HL	TS17 A HL	TS17B CL	TS17C HL
2021/22		NR	NA	NA	NA	2	NA	NA	NA	NA
2022/23		5	NA	NA	NA	4	NA	NA	NA	NA
No. face to face contacts per patient		5	NA	NA	NA	3	NA	NA	NA	NA

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Table 5: Intermediate Care Teams – Average Length of Time ICT Supports Patient

Specialist Intermediate Care Services (ICTs). are clinically-led (usually multi-disciplinary) teams offering time limited case management support to homeless patients in the community following discharge from hospital. Support should not exceed 6 weeks (42 days).

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shorter lengths of stay reflecting capacity in the community for timely handovers.

London Test Sites	All London Test Sites	TS13	TS14 CL	TS15A CL	TS15B CL	TS16A CL	TS16B HL	TS17 A HL	TS17B CL	TS17C HL
2021/22		NR	NA	NA	NA	49	NA	NA	NA	NA
2022/23		41	NA	NA	NA	52	NA	NA	NA	NA
Average length of stay (days)		41	NA	NA	NA	51	NA	NA	NA	NA

Table 6: Intermediate Care Teams – Number of Patients Supported Longer than 6 Weeks (42 days)

London Test Sites	All London Test Sites	TS13	TS14 CL	TS15A CL	TS15B CL	TS16A CL	TS16B HL	TS17 A HL	TS17B CL	TS17C HL
2021/22	**13**		NA	NA	NA	13	NA	NA	NA	NA
2022/23	**62**	33	NA	NA	NA	29	NA	NA	NA	NA
Total (% staying longer than 6 weeks)	**75 / 407** **18.4%**	33 / 343 9.6%	NA	NA	NA	42 / 64 65.6%	NA	NA	NA	NA

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Table 7: Intermediate Care Teams - Number of Health Assessments Carried Out Per Patient Accepted

Specialist Intermediate Care Services: are clinically-led (usually multi-disciplinary) teams offering time limited case management support to homeless patients in the community following discharge from hospital. ICTs should ensure access to comprehensive health and social care assessment in the community after patients have had time for recovery and breathing space to make decisions about their longer-term care and support. A wide range of health and therapy assessments are counted for this metric. % of patients receiving a Care Act (CA) assessment is also counted.

☀ = *Higher number of health assessments/Higher % of patients receiving a CA assessment*

London Test Sites	All London Test Sites	TS13	TS14 CL	TS15A CL	TS15B CL	TS16A CL	TS16B HL	TS17 A HL	TS17B CL	TS17C HL
2021/22	**48**	NR	NA	NA	NA	48	NA	NA	NA	NA
2022/23	**462**	343	NA	NA	NA	119	NA	NA	NA	NA
Total Assessments per patient accepted.	**510 / 407** **1.25**	343/ 343 1	NA	NA	NA	167/64 2.6	NA	NA	NA	NA

Table 8: Intermediate Care Teams – Percentage of Patients Accepted by ICT Receiving a Care Act Assessment

London Test Sites	All London Test Sites	TS13	TS14 CL	TS15A CL	TS15B CL	TS16A CL	TS16B HL	TS17 A HL	TS17B CL	TS17C HL
2021/22	**0**	NA	NA	NA	NA	0	NA	NA	NA	NA
2022/23	**38**	37	NA	NA	NA	1	NA	NA	NA	NA
% Receiving a Care Act Assessment	**38 / 407** **9.3%**	37/ 343 10.8%	NA	NA	NA	1/64 1.6%	NA	NA	NA	NA

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Table 9: Intermediate Care Teams - Number of Patients Self-discharging from ICT Service

Specialist Intermediate Care Services are clinically-led (usually multi-disciplinary) teams offering time limited case management support to homeless patients in the community following discharge from hospital**.** Support should promote engagement with services (with low numbers of patients self-discharging from the service)

☀ = Lower numbers of patients self-discharging.

London Test Sites	All London Test Sites	TS13	TS14 CL	TS15A CL	TS15B CL	TS16A CL	TS16B HL	TS17 A HL	TS17B CL	TS17C HL
2021/22	**6**	NR	NA	NA	NA	6	NA	NA	NA	NA
2022/23	**11**	7	NA	NA	NA	4	NA	NA	NA	NA
% of patients taking early self-discharge from ICT	**17 / 407** **4.2%**	7/ 343 2.0%	NA	NA	NA	10/64 15.6%	NA	NA	NA	NA

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Table 10: Intermediate Care Teams – Percentage of ICT Patients Having an Elective Admission to Hospital*

Specialist Intermediate Care Services: are clinically-led (usually multi-disciplinary) teams offering time limited case management support to homeless patients in the community following discharge from hospital. ICTs should *increase access to elective (planned) health care and low use of emergency and urgent care.*

☀ = *Higher numbers of elective (planned) admissions to hospital*

London Test Sites	All London Test Sites	TS13	TS14 CL	TS15A CL	TS15B CL	TS16A CL	TS16B HL	TS17 A HL	TS17B CL	TS17C HL
2021/22	**0**	NR	NA	NA	NA	0	NA	NA	NA	NA
2022/23	**15**	14	NA	NA	NA	1	NA	NA	NA	NA
% patients having an elective admission to hospital while supported by the ICT	**15 / 407** **3.7%**	14/ 343 4.1%	NA	NA	NA	1/64 1.6%	NA	NA	NA	NA

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. * While being supported by the ICT

Table 11: Intermediate Care Teams – Percentage of ICT Patients Having a Non-Elective Admission to Hospital

Specialist Intermediate Care Services: are clinically-led (usually multi-disciplinary) teams offering time limited case management support to homeless patients in the community following discharge from hospital. ICTs should increase access to elective (planned) health care reduce the use of emergency and urgent (non-elective care).

☀ = *Lower numbers of non-elective and emergency admissions*

London Test Sites	All London Test Sites	TS13	TS14 CL	TS15A CL	TS15B CL	TS16A CL	TS16B HL	TS17 A HL	TS17B CL	TS17C HL
2021/22	**2**	NR	NA	NA	NA	2	NA	NA	NA	NA
2022/23	**20**	14	NA	NA	NA	6	NA	NA	NA	NA
% of ICT patients having an elective admission to hospital*	**22 / 407** **5.4%**	14/ 343 4.1%	NA	NA	NA	8/64 12.5%	NA	NA	NA	NA

Table 12: Intermediate Care Teams – Percentage of ICT Patients Having One or More A&E Visits

London Test Sites	All London Test Sites	TS13	TS14 CL	TS15A CL	TS15B CL	TS16A CL	TS16B HL	TS17 A HL	TS17B CL	TS17C HL
2021/22	**5**	NR	NA	NA	NA	5	NA	NA	NA	NA
2022/23	**22**	15	NA	NA	NA	7	NA	NA	NA	NA
% of ICT patients having one or more A&E visits*	**27 / 407** **6.6%**	15/ 343 4.4%	NA	NA	NA	12/64 18.75%	NA	NA	NA	NA

ICT * While being supported by the ICT
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Table 13: Intermediate Care Teams - Number of ICT Patients that were Sleeping Rough on Admission to Hospital

Specialist Intermediate Care Services are clinically-led (usually multi-disciplinary) teams offering time limited case management support to homeless patients in the community following discharge from hospital. The expectation is that Teams funded through the OOHCM will work with people sleeping rough or at risk of rough sleeping.

London Test Sites	All London Test Sites	TS13	TS14 CL	TS15A CL	TS15B CL	TS16A CL	TS16B HL	TS17 A HL	TS17B CL	TS17C HL
2021/22	**3**	NR	NA	NA	NA	3	NA	NA	NA	NA
2022/23	**14**	11	NA	NA	NA	3	NA	NA	NA	NA
% of ICT patients sleeping rough on admission to hospital	**17 / 407** **4.2%**	11/ 343 3.2%	NA	NA	NA	6/64 9.4%	NA	NA	NA	NA

Table 14: Intermediate Care Teams - Number of Patients Sleeping Rough on Discharge from ICT Service

Specialist Intermediate Care Services. The expectation is that ICT support will prevent rough sleeping.
☀ = *Low numbers of patients sleeping rough after discharge from ICT*

London Test Sites	All London Test Sites	TS13	TS14 CL	TS15A CL	TS15B CL	TS16A CL	TS16B HL	TS17 A HL	TS17B CL	TS17C HL
2021/22	**3**	NR	NA	NA	NA	3	NA	NA	NA	NA
2022/23	**4**	4	NA	NA	NA	0	NA	NA	NA	NA
% of patients sleeping rough on discharge from ICT	**7 / 407** **1.7%**	4/ 343 1.2%	NA	NA	NA	3/ 64 4.7%	NA	NA	NA	NA

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