

Case Study

Multi-agency approach to hospital discharge and safeguarding

Kirklees Council Housing Services has a dedicated Officer working directly with all local hospital discharge teams. They work with individuals who are (or at risk of) rough sleeping or other types of homelessness to prevent them from being discharged without accommodation in place.

Who was the individual at the centre of the case?

- Person A was a hospital in-patient.
- They had very serious medical problems, had been in a critical, life-threatening condition several times but progressing towards recovery.
- During assessment it was discovered that Person A was homeless.

What was the situation?

- Person A had previously lived in another local authority.
- They had received support before from safeguarding leads, housing options services, the police and third sector organisations.
- It was agreed that it wasn't safe for them to return to their previous residence and Housing Services accepted the relevant housing and homelessness duties towards them.

What happened?

- The Officer quickly set up regular multi-agency meeting and established the support Person A would need going forward (in addition to housing related support).
- Emergency accommodation was made available in preparation for hospital discharge.
- District nurses were involved locally to ensure that ongoing medical needs could be met in the community.
- A referral was made to a local substance misuse agency.
- The police and domestic abuse organisations were aware of the person's location following discharge so they could be kept safe.
- A referral was also made to a specialist complex-needs housing support organisation to support Person A in their temporary accommodation and going forward.
- Settled accommodation was found and tenancy support and funding streams were also identified to give them the best possible start in their new home.

The Officer is still involved with multi-agency meetings and Person A continues to move forward with their life positively.

What pathways, processes and procedures would be relevant to this case?

- **Everyone** working on adult safeguarding cases should refer to the [Joint Multi-Agency Safeguarding Adults Policy and Procedures](#).

- The individual was involved in every aspect relating to their safety, housing and health. **Making Safeguarding Personal applies in all cases.**
- Domestic abuse legislation, processes and policies would apply.
- The Homelessness Reduction Act 2017 places a duty on specified public authorities to refer individuals who they think may be (homeless or threatened with).
- A referral to the Rough Sleeping Initiative team can be made at: rsi@kirklees.gov.uk

Who are the Rough Sleeping Initiative team?

- The Rough Sleeping Initiative team is specifically set up to work with people who are sleeping on our streets on a regular basis, either existing or new to rough sleeping.
- The entrenched group of individuals has been reduced to a minimal and the focus now is on the prevention of rough sleeping and supporting those accommodated to help them sustain the accommodation they have.
- Specialist staff within the service including a dedicated hospital worker, social worker, substance worker and housing staff.
- Multi agency work and cross partnership working is at the core of everything the team does.
- Referral details can be found above.