

Launch of Homeless Hotels Drug and Alcohol Support Service (HDAS-London)

7 April 2020

The City of London - on behalf of the Greater London Authority (GLA), and in coordination with Public Health England (PHE) - has commissioned a new cross-provider partnership to support London's homeless population accommodated in hotels by the GLA as part of the response to COVID-19. Initially the service will provide a 24/7 Single Point of Contact (SPOC) via telephone and email to support hotel staff. This will be launched at **midday on Wednesday 8 April 2020**.

The SPOC will be staffed by experienced substance misuse workers and clinicians. It will provide advice and guidance to healthcare and support staff at GLA hotels, and link into London's local substance misuse services.

Key details:

- Contact number: 020 8066 3738
- Available: Monday - Friday 09:00 - 17:00 (including Good Friday/Easter Monday)
- Out of hours (OOH) support for clinical substance misuse-related emergencies, using the same number between 17:00 - 09:00, and across the weekend
- Email: HDAS-London@turningpointpublic.onmicrosoft.com

Support for healthcare and homelessness staff working in hotels

Please contact the 09:00 - 17:00 SPOC service for substance misuse-related inquiries from professionals including (but not limited to):

- Advice on managing drug, alcohol and nicotine issues, including harm reduction
- New referrals into local treatment services
- Prescribing arrangements for residents already in treatment

The OOH service (same phone number) can be used by healthcare and support staff at GLA hotels to access emergency advice from a senior addictions clinician for urgent substance misuse-related clinical queries, for example help with the management of acute unplanned alcohol or opiate withdrawal.

Support for London substance misuse services

HDAS London will provide support to the local substance misuse services by:

- Providing updates on locations, openings/closing and populations of GLA Homeless Hotels
- Directing treatment inquiries and referring new starts to the most appropriate local service
- Communicating local service offers (e.g. opening hours) to hotel professionals
- Providing local services with support and guidance on engaging with Homeless Hotels

Ongoing development

This is the first stage in an evolving process. After establishing the SPOC and reviewing levels of support available across the hotels, HDAS-London will collaborate with key stakeholders to address ongoing needs, including facilitating access to recovery and exit planning.

If you have any questions, please do not hesitate to get in touch via Kareem.Elsawi@cgl.org.uk.

Please forward this communication to partner professionals who have a role in supporting the substance misuse needs of people who experience rough sleeping in London.

Thank you in advance for your support in helping people stay safe and well.