

London Hospital Discharge Housing Options Directory

Frequently Asked Questions (FAQs)

The London Hospital Discharge Housing Options Directory is an online resource to help hospital staff across London when discharging patients experiencing homelessness. The directory outlines relevant housing service contact details to support this group, with information for each London borough¹ provided.

Who can use the London Hospital Discharge Housing Options Directory?

This online directory is intended to be used by NHS discharge officers, Pathway teams and others working in hospital discharge settings and emergency departments.

What is the purpose of the London Hospital Discharge Housing Options Directory?

It is to help you make referrals to local authority housing options services in the London boroughs for patients who are homeless or at risk of homelessness on discharge. There is an individual webpage for each borough that shares the details of how best to contact their local authority housing options team.

For instance, the web pages include who to contact when undertaking the Duty to Refer process, and who to contact in an emergency discharge situation. Additional information will also be provided, for instance whether the borough has a discharge protocol which they ask hospital teams to follow when referring a patient.

Where do I find the London Hospital Discharge Housing Options directory?

You can find the directory by clicking on this [link](#).

Alternatively you can navigate to the directory from the FutureNHS landing page.

To do this, head to the [Find A Workspace tab](#) and search 'Homelessness' where you will find the 'Homelessness and Inclusion Health' workspace displayed as the first result, as seen in the screenshot below:



Workspace	Created	Members
Homelessness and Inclusion Health A workspace to support homeless health and inclusion health work. We'd like to enable everyone working to support people who are homeless to share information, resources etc.	03 Apr 2020 17:42	1201
Changing Futures A workspace to support and improve the ways that systems and services work to support individuals experiencing multiple disadvantage - including a combination of homelessness, substance misuse, mental health issues, domestic abuse and contact with the criminal justice system. Who will want to join the workspace? The Workspace will be a focal point for communication and resources for the Changing Futures programme. The workspace will be a space to - Enable members to hold discussions in forums - Learn about upcoming events and webinars - Access resources, tools and guidance - Encourage peer learning and networking opportunities between areas - Share positive practice - Share learning and information on progress - Come together to collaborate	13 Sep 2021 12:49	129

Click on the Homelessness and Inclusion Health link, followed by the London Hospital Discharge Housing Options Directory in the left hand side bar – see the Housing Directory tab circled below:

Homelessness and Inclusion Health

This workspace is for colleagues working across health and care who are responding to the 'Everyone in' call to move rough sleepers and homeless people out of unsuitable accommodation/off the streets, during the COVID-19 pandemic.

It includes a range of resources, information, templates and guidance that will be of interest to both clinical and non-clinical colleagues working in statutory organisations and the voluntary sector.

The current situation is fast moving and evolving on a regular basis and we will do our best to keep this workspace up to date and accurate. However, continue to refer to central sources of advice and keep up to date with the latest guidance on COVID-19 (coronavirus) using the links below.

- Coronavirus guidance for clinicians and NHS managers
- Gov.uk/coronavirus
- Vaccine Equalities Connect and Exchange Hub
- Click to view FutureNHS workspaces supporting service recovery

Out of Hospital Care Models



How do I register for an NHS Futures account?

FutureNHS is open to anyone working in health and social care. You can become a member if you are invited to join a workspace by a workspace manager, or you can self-register on the platform if you work for a trusted organisation like the NHS and have an @nhs.net, @*.nhs.uk, @nhs.scot or @phe.gov.uk email address.

It's also easy for local authority officers and others working in homelessness to register. If you have a different email to the above, you can request an invitation to join the FutureNHS platform through the [new members' page](#).

If you click on the request access button on the left-hand side of the webpage, a box will appear titled 'contact us' where you will be asked to enter your details and press send.

The FutureNHS team aim to process your request within seven working days.

If you have questions relating to the NHS Futures platform, including user interface, we'd recommend looking at the NHS Futures FAQ page: [Platform FAQs - FutureNHS Platform - FutureNHS Collaboration Platform](#)

If you have any queries about your access, please don't hesitate to email us at hlp.homelesshealthcovid19team@nhs.net.

See the screenshot below to preview how to request access:



Any other questions?

For any questions about the London Hospital Discharge Housing Options Directory, including the process of building the directory, please send us a message at hlp.homelesshealthcovid19team@nhs.net.

We encourage you to share any information which you think may be incorrect, out of date, or missing, and to tell us about your experience of working with local authorities using the information from the directory.

Kind Regards,

HLP Homeless Health Team

hlp.homelesshealthcovid19team@nhs.net

ⁱ *We are awaiting directory information for three London boroughs to be uploaded once received