

Intermediate Care Project

An In-Hostel Care Service

The **Three Boroughs Primary Healthcare Team** are a nurse led outreach team providing services for homeless and vulnerable groups. The project aims to reduce the demand on secondary care by providing in-hostel care. The team works to stop acute conditions developing, so that clients do not need to visit hospital. The project began after St Mungo's identified a need for intermediate care services for homeless people. A steering group was set up to assess how this could be achieved, and funding was secured from the NHS, St Mungo's, and Guy's and St Thomas' Charitable Foundation for a one year pilot scheme at a St Mungo's hostel in Clapham. The project now has mainstream funding and is based at a Thamesreach hostel in Lambeth, with plans to extend the service to a second hostel.



Kendra Schneller, a Clinical Nurse Specialist, works full time at the hostel providing medical care such as immunisations, medication adherence checks and referrals to other services. A full time Health Social Worker, Substance Misuse Mental Health Workers, project workers and housing re-settlement workers are also provided. In the first year, 34 clients were admitted onto the caseload. Hospital admissions fell by 75% and ambulance call outs were reduced by 50%. Staff also escorted clients to referral appointments and therefore only 11% of appointments were not attended.

The team have designed several models which are adapted to suit different homeless demographics:

- The pilot model consists of one team based at one hostel as in the pilot.
- The hub model consist of one team based at one hostel with direct referrals from other hostels
- The diluted model consists of one team based across several hostels, splitting their time between them.

Want to Pilot an Intermediate Care Project?

- Approach local hostels and housing charities to see if you can run a service within their hostel.
- Decide which model suits the demographic in your area.
- Gather information about the use of secondary care by those experiencing homelessness in your local area
- Present data to local authorities to emphasise the cost benefits of your proposed project.

Further Resources:

Contact: kendra.schneller@nhs.net

QNI holds resource pack for this project including referral criteria, client leaflet, consent form and vaccination records. Contact [David](#) for more information.