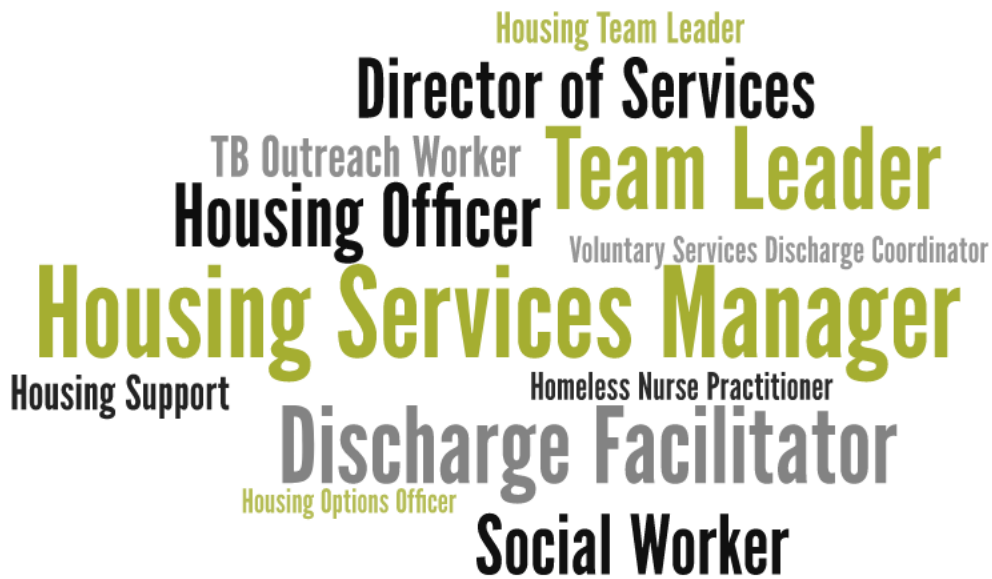


# Homeless Hospital Discharge Work – Supporting Best Practice

EVENT FEEDBACK

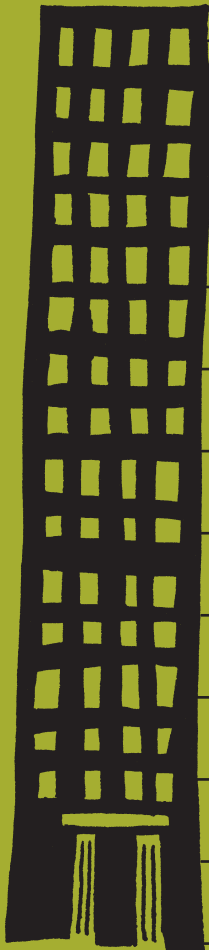
# SURVEY RESULTS

## WHAT IS YOUR JOB TITLE?



A word cloud of job titles. The most prominent titles are 'Housing Services Manager', 'Discharge Facilitator', 'Team Leader', and 'Director of Services'. Other titles include 'Housing Officer', 'Social Worker', 'Housing Support', 'Homeless Nurse Practitioner', 'Housing Options Officer', 'TB Outreach Worker', 'Voluntary Services Discharge Coordinator', and 'Housing Team Leader'.

## WHERE DO YOU WORK?



South Northamptonshire Council

Justlife

Nottingham University Hospital Trust

Shelter

Southwark Council

Woking Council

Out of County Hospital Team Hertfordshire

Social Services

Imperial College Healthcare

Bradford Royal Infirmary

South Northants Council

University Hospitals Birmingham

# SURVEY RESULTS

## WHAT WAS THE REASON YOU CHOSE TO ATTEND OUR EVENT?



Professional development 46.15%

Training 23.08%

Other (please specify) 15.38%

Networking 7.69%

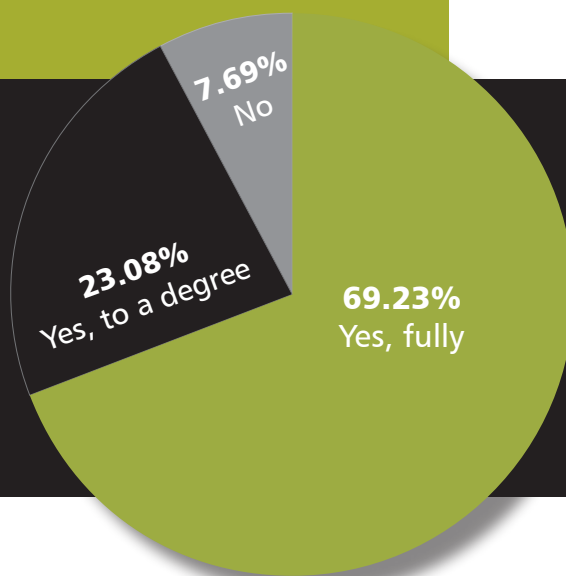
Asked to attend by manager 7.69%

### Other (please specify)

“ Recruiting for a Housing Outreach Worker - Hospitals ”

“ I’m lead in my team with homelessness ”

## DID THE EVENT MEET YOUR EXPECTATIONS?



## Have you attended an NHAS event before?



### Comments

“ Brighton in 2017 ”

“ EEA Nationals ”

“ Webinars ”

# SURVEY RESULTS

## WHAT DID YOU GAIN FROM THE DAY?



## OVERALL, HOW SATISFIED WERE YOU WITH THE EVENT?



**Satisfied**



**Neither satisfied  
nor dissatisfied**

# SURVEY RESULTS

## ON A SCALE OF 1 - 5 (5 BEING EXCELLENT) HOW WOULD YOU RATE THE PRESENTATIONS?

PRESENTATION	RATING
Vulnerability Law Seminar: Richard Lee NHAS	75% - 5 25% - 4
Local Perspectives on Homeless Hospital Discharge, Northampton Borough Council: Simon Favell	50% - 5 8.33% - 4 41.67% - 3
Local Perspectives on Homeless Hospital Discharge, Pathway: Melu Mekonnen	41.67% - 5 33.33% - 4 25% - 3
Local Perspectives on Homeless Hospital Discharge, Oxford City Council: Paul Wilding	41.67% - 5 33.33% - 4 25% - 3
Results of NIHR Study on Homeless Hospital Discharge Practice: Dr Michelle Cornes	50% - 5 25% - 4 8.33% - 2 16.67% - NA
Recording Housing Status Working Group: Sam Dorney-Smith	41.67% - 5 25% - 4 8.33% - 3 25% - NA



## PRESENTATION COMMENTS

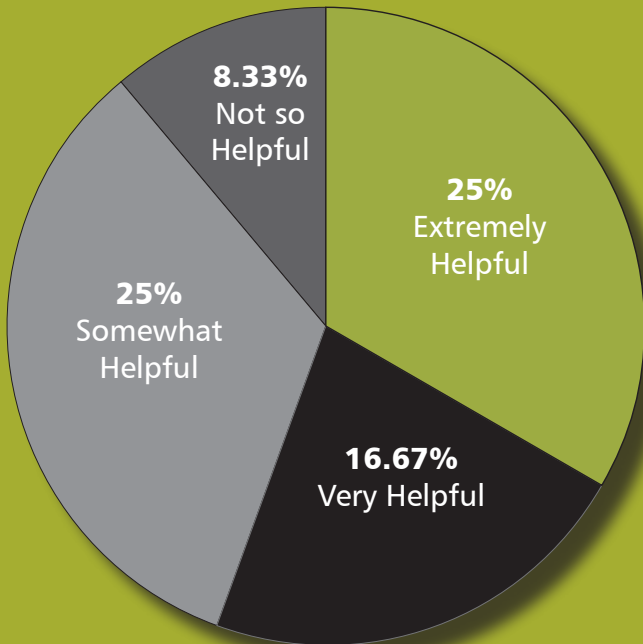
“ It would have been beneficial for the speakers to have a bit longer for more of a Q&A ”

“ Would have loved more time to discuss ”

“ This was an amazing event and I think this should also be available to community services due to the importance of tackling this issue before patient is even admitted to hospital. Perhaps full day would have been better as some presentations felt rushed. ”

# SURVEY RESULTS

## HOW USEFUL DID YOU FIND THE GROUP DISCUSSIONS: CHALLENGES AND SUPPORT NEEDS OF HOMELESS HOSPITAL DISCHARGE WORKERS?



## HOW MUCH HAS YOUR AWARENESS OF THE TOPICS DISCUSSED IMPROVED BECAUSE OF THE INFORMATION PROVIDED AT THIS EVENT?



**A great deal**



**A lot**



**A moderate amount**

## HOW MUCH OF THE INFORMATION PRESENTED AT THE EVENT WAS NEW TO YOU?



## HOW CLEARLY WAS INFORMATION PRESENTED?

- 50% - Quite clearly
- 50% - Extremely clearly

## SURVEY RESULTS

ARE THERE THINGS YOU'VE LEARNT AT THE EVENT WHICH YOU WILL SHARE WITH COLLEAGUES?

**YES**  
**90.91%**

“Hospital discharge best practice”

“I will be working on a presentation which I will be giving to my team summarising the whole event and information provided to us.”

“What other areas are doing; duty to refer, negotiating discharges with housing”

**No**  
**9.09%**

“Challenging process and identifying vulnerability”

“Specific legal guidance and ways to improve outcomes for patients with NRPF”

WHAT TOPIC(S) WOULD YOU LIKE US TO COVER AT THE NEXT ROADSHOW?

How funding has been spent around housing solutions



Mental health and homelessness - what services and support is available and how best to assess mental health services for a patient who is deemed homeless

To discuss around ward staff identifying NFA on discharge sooner than discharge date

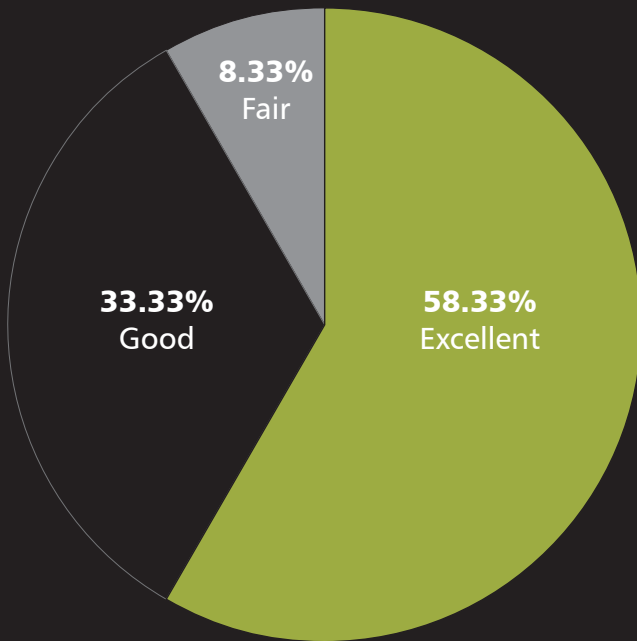
More on NRPF

Homelessness and universal credit

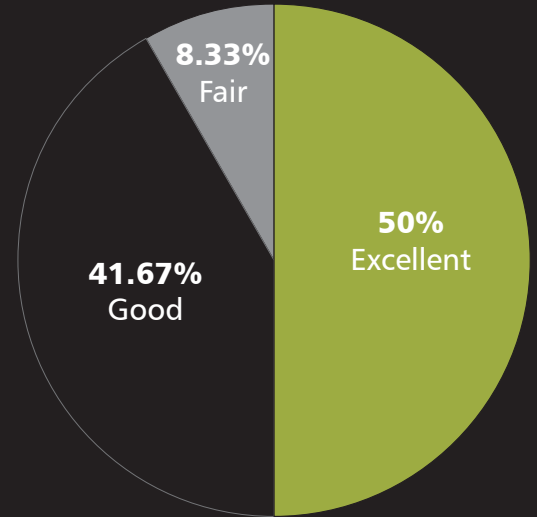


# SURVEY RESULTS

## HOW WOULD YOU RATE THE ORGANISATION OF THE EVENT?



## HOW WOULD YOU RATE THE VENUE?



## WHAT FURTHER SUPPORT/UPDATES CAN NHAS PROVIDE YOU WITH?



**Information**  
75%



**Training**  
75%



**Case Law**  
75%



**Mailing List**  
62.5%

## WILL YOU BE LOOKING TO ATTEND ANOTHER NHAS ROADSHOW IN THE FUTURE?

