

Improving A&E experiences

For people facing homelessness

Essential steps for support workers

1 Prep for A&E visits

Inform clients about potential long waits and challenging circumstances. Remind them of NHS policies and appropriate language use.

2 Attend with client

If unable, maintain contact through calls or texts.

3 Create an informative letter for A&E staff

Include key worker details, health conditions, medications, likely withdrawal symptoms/acute pain issues, living conditions and support provided and any related safety concerns.

4 Address mental capacity concerns

- Detail any concerns regarding the client's mental capacity and safety in writing.
- Provide excerpts from previous capacity assessments to support concerns.
- It can be difficult for stretched clinicians to judge mental capacity in patients with underlying mental health, addiction and brain injury issues. Help by providing any evidence to inform their assessment.

