

GLASS DOOR'S HOSTELS

HOW WE ARE ASSESSING CLINICAL VULNERABILITY
AND MANAGING COVID RISKS INSIDE OUR HOSTELS

27 NOVEMBER 2020

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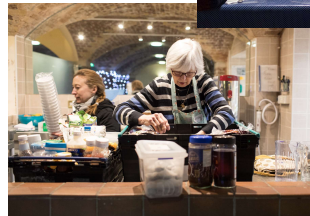
WHAT OUR CASE STUDY COVERS

- About Glass Door
- Hostels overview
- Public Health involvement
- Referral pathway
- Clinical triage
- Response to symptomatic guests
- GP and community nursing support
- What next?

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ABOUT GLASS DOOR

- 20+ years' experience providing night shelters
- 2019-20: 170 spaces per night in 5 shelter circuits (30-35 in each)
- Year-round casework: tailored advice, advocacy and practical assistance
- Open access



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HOSTELS OVERVIEW

- New covid-safe model
- Two hostels – Paddington and Victoria
- Capacity for 92 guests each night
- Self-contained bedrooms
- Bathrooms shared by pair or small cluster (max 4)
- Three meals a day provided
- 24/7 staff presence
- Hostel caseworkers on site 5 days a week
- Dinner service for those who can't access hostel

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PUBLIC HEALTH INVOLVEMENT

- Early involvement of Public Health contacts for Local Authority
- Planning meetings
- Public Health formal sign off on our plans before launch

- Key recommendations from our Public Health contact:
 - guests asked about current covid symptoms **before** and again **on arrival**
 - daily temperature and wellbeing checks
 - masks worn by all guests & staff except when a guest is in room /shower
 - own bedroom required
 - bathroom ratios (1:4 max)
 - limit staff and volunteer turnaround
 - establish protocol for symptomatic guests
 - group clinically vulnerable guests together in hostel layout

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HOSTEL REFERRALS

- As open access as possible
 - no local connection or recourse to public funds required
 - guests must have low support needs and be able to evacuate safely

- We accept referrals from:
 - Glass Door caseworkers
 - a list of approved external referrers
 - individuals can self-refer by coming to meet a Glass Door caseworker

- Referral form is online
 - On a hidden web page
 - Referral data feeds directly into InForm from web form
 - Waiting list is paused when too long – closed to new referrals

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HOSTEL REFERRAL PATHWAY

- Hostel referral form submitted by caseworker / external referrer
 - Form asks about mobility issues, support needs, risk level
 - Not possible to refer when the waiting list is temporarily paused
- Referral form reviewed by Guest Services Officer
 - Exclusions criteria framework is used to confirm referral is appropriate
 - If concerns, escalated to Co-Head of Casework for decision
 - Referral accepted / rejected
 - Accepted referrals added to waiting list (on InForm)
- Vacant hostel spaces filled from waiting list
- Prospective guest phoned to offer space
 - Asked about current covid symptoms (avoid symptomatic guests presenting)
- Guest arrives at hostel
 - Temperature check
 - Health assessment – asked about current covid symptoms and assessed for clinical vulnerability

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OUR REFERRAL FORM

Support needs assessment

Does the applicant have a physical impairment or condition that means they would be unable to evacuate a building independently via stairs in the event of an emergency or would be unable to wash themselves independently in a bath/shower without adaptations? (If yes, the guest is not suitable for our hostel).*

Does the applicant have any mobility issues that would affect their ability to comfortably walk up five flights of stairs several times per day unaided? *This will not impact on their ability to get a space but will be used to help us plan where in the building to place the guest.**

Do they have any medical issues which it is important for staff to be aware of?*

Does the applicant have any history of mental health issues? Please provide details of symptoms, including effect on day-to-day living and interactions with others and details of any current treatment.*

Does the applicant have any alcohol or drug misuse issues? Please provide details of effects on behavior, triggers and any treatment.*

Does the applicant have a history of violent or aggressive behaviour, arson or abuse of others? Including property damage, exploitation and sexual assault. Please provide details (dates, circumstances, triggers).*

Does the applicant have any history of being vulnerable to abuse or exploitation (including self-neglect)?*

Does the applicant have a recent history (with the last two years) of self-harm or suicide?*

Please provide any other relevant information about whether the applicant poses a risk to themselves or others (women and children). Include behavioural needs, additional learning needs and/or mask exemptions

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CLINICAL TRIAGE – OPENING DAY

- Green Light medics on site
- Guest arrives and immediately has health assessment with Green Light
- After assessment, Green Light escort guest into guest induction room
 - Green light inform Glass Door staff if guest is clinically vulnerable
- Guest receives hostel induction and signs code of conduct with staff
- Staff allocate guest a bedroom
 - Based on guest's clinical vulnerability, gender and mobility
- Health assessment form is scanned and stored by Glass Door
 - clinical vulnerability is recorded on guest's InForm record

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CLINICAL TRIAGE – DAY TWO ONWARDS

- Process is same but Green Light no longer on site
- Glass Door staff complete health assessment form with guest
- Any concerns that require clinical input are escalated to Green Light
- Glass Door staff contact Green Light by phone / email
- If concerned, Green Light will come out in person to assess guest

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GP AND COMMUNITY NURSING SUPPORT

- **If an unmet health need is discovered during health assessment triage:**
 - Contact guest's GP or local GP if they're not registered
 - Contact 111 if urgent care or clinical advice is required
- **Agreement in place with local GP practice**
 - Happy to register our guests as new patients, regardless of local connection
 - Point of contact for health needs identified by health assessment triage
 - Also providing ongoing GP support
 - Phone/online consultations with guests
 - May arrange clinic hours on site at hostel
- **Homeless Health community nursing team support:**
 - Administering flu vaccinations for hostel guests
 - Offering clinic hours at hostel or at the Passage (Victoria)

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WHAT NEXT?

- 92 v 170 spaces a night last year
- Hostels at capacity
- Waiting list closed on day three
- Expected increased need early next year
- Options for opening night shelters
 - Measuring CO2 levels within venues
 - Access to rapid response testing
 - Early access to vaccinations

Possibility to help hundreds more people this winter

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ANY QUESTIONS?

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