

Safetynet COVID-19 response

Safetynet have reconfigured our services in response to COVID-19 to identify, triage test and treat homeless and vulnerable people. Our reconfigured service means those with symptoms can be tested quicker and appropriately supported subsequently.

Our response framework

Protect	(all Safetynet protocols amended to triage before face to face consultation to protect staff)
Identify	(Open access clinics & Inreach Outreach service, Helpline)
Isolate	(advice to hostels & refer to HSE & DRHE for appropriate accommodation)
Test	(Triage for testing by helpline GPs & MHSU testing team)
Trace	(Referral by MHSU to PH, Hostel staff note close contacts)
Treat	(own GP / In reach monitor and support)

And importantly – continue to provide Primary Care to Vulnerable People (inreach)

- A Covid19 **Helpline (1800 90 17 90) for Hostel staff** operates 9 to 9, 7 days a week. Hostel staff ring with concerns about residents. We triage for testing, and are doing the testing ourselves on the Mobile Health and Screening Unit.
- In coordination with the National Ambulance Service, Safetynet **Mobile Health & Screening Unit** is testing and swabbing for suspected cases within the homeless sector. We are following the National Ambulance Service protocols and conducting testing for homeless patients. Hostel staff who are concerned about a suspected case of COVID in a resident must go through the helpline in order to assist the residents to get tested.
- Safetynet **Open Access Clinics** (Inclusion Health Hub @Summerhill, Roma clinic in Tallaght, Limerick, Cavan) continue to see patients who are unwell and working in a coordinated manner with other open access services at Granby and MQI. All patients are phone triaged first. Ring Summership clinic first for an appointment if a resident requires one.
- **Safetynet Inreach** team continue its services in a focused manner utilising phone triage and phone consultations where we have in reach clinics. We have also expanded our In Reach to include the wider hostels that need medical care for residents who don't have GPs
- **Step Up Step Down service** based in Ushers Island, and run in conjunction with Dublin Simon, has increased its step down capacity from 11 to 17 beds for those who do not have COVID-19. This means homeless patients recovering after hospital stay can be discharged to SUSD to relieve pressure on hospital beds.
- Safetynet **Mobile Health Unit (outreach)** is continuing its services to rough sleepers. The service has reduced to Wednesday and Thursdays nights.