



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

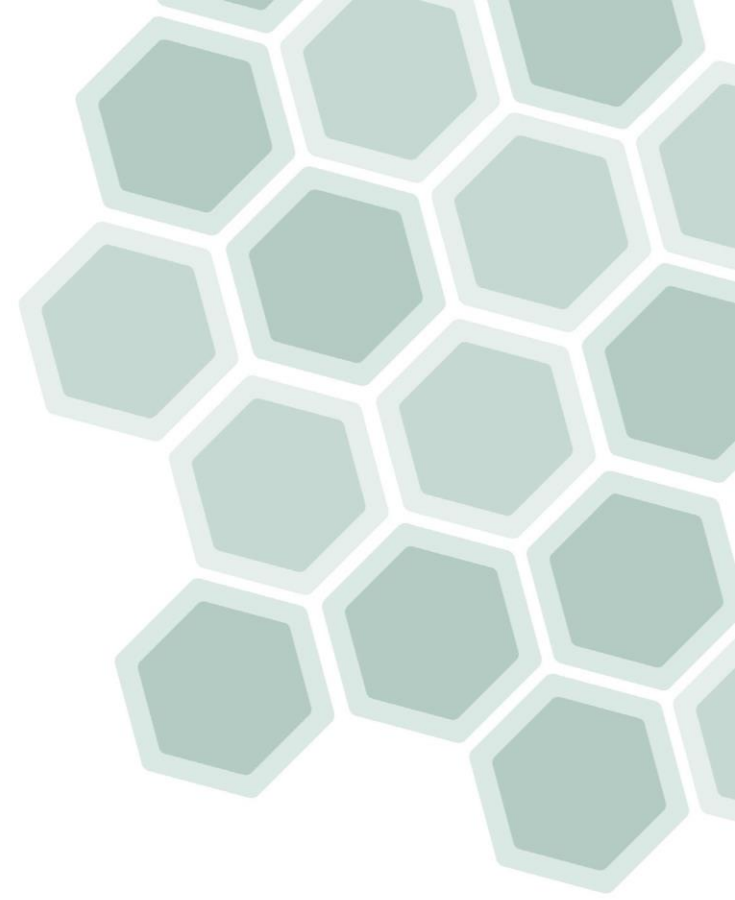
Irish Street Medicine Symposium

**National Social Inclusion Office -
Homeless Health Perspective**

27th September 2019

Building a Better Health Service

CARE COMPASSION TRUST LEARNING



Overview...



HSE Social Inclusion commitments & plan



HSE social inclusion commitments and plans in line with...

- Public Sector Duty
- HSE National Service Plan
- Rebuilding Ireland
- National Drugs strategy – Reducing Harm, Supporting Recovery

Commitment to developing a health system that...

Works closely with other sectors and service users to...

- *Address the complex health needs* (inc. mental health and substance use needs) of people experiencing homelessness
- Ensure everyone has *access* to required and appropriate healthcare
- Support *prevention* of premature ageing, mortality, illness and disability
- Strengthen *integrated care pathways* with shift from a *hospital to community led model*
- Provide *best-practice, person-orientated* and *evidence-based* services

HSE National Social Inclusion Model of Care

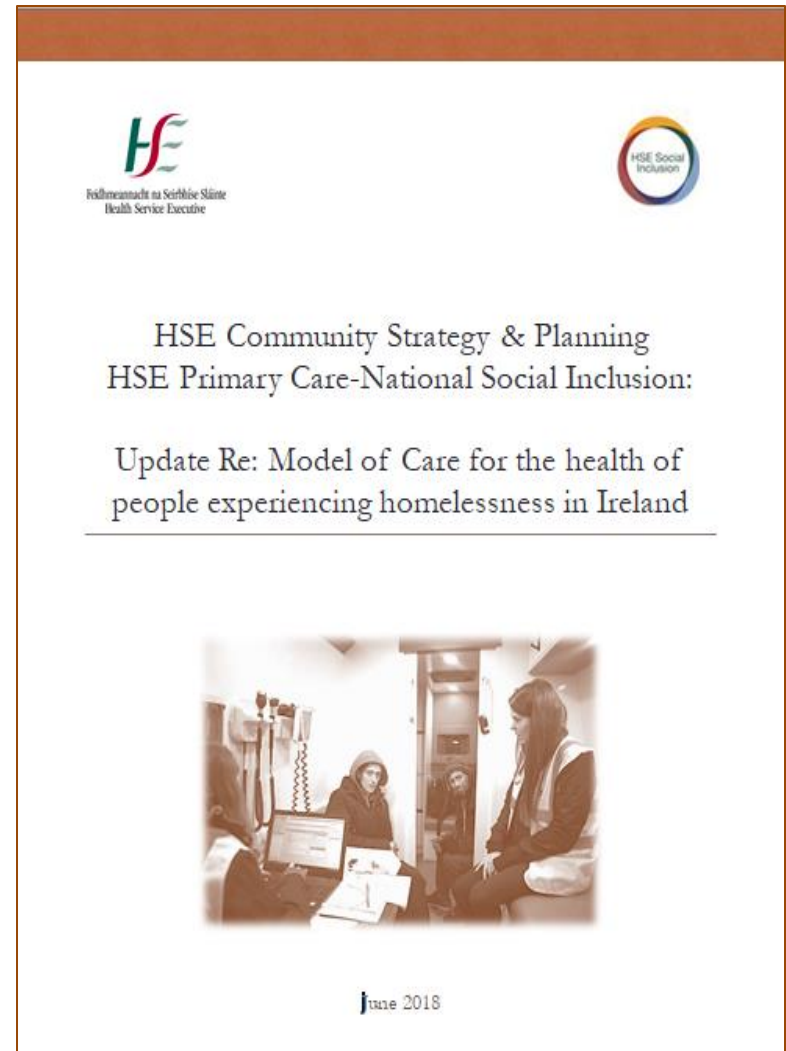
Model of care for the health of people experiencing homelessness in Ireland

Underlying principles:

- *Intersectoral policy, research and service delivery*
- *Integrated and person-orientated care*
- *Service-user involvement in service planning and development*

Priority areas

1. **Integrated care pathways**
2. **Housing First**
3. **Mental health and addiction supports**
4. **Inreach primary care/outreach**



Where are we now?



ISMS 2018 WORKING GROUP RECOMMENDATIONS

- 1 Commitment and buy in from senior management
- 2 Care coordination and continuity of care
- 3 Long term sustainable housing solutions
- 4 Interagency technology solution
- 5 Local homeless hospital discharge protocol (standardised)
- 6 Training and education
- 7 Data collection

1

Commitment and buy in from senior management

- Public sector duty legislation
- Senior level commitment
- Homeless Interagency group
- KPIs
- Robust evaluation of national activities

2

Care coordination: Continuity of care through dedicated workers and teams

- Share care and case management approach (homeless and addiction services)
- Integrated assessment and care planning
- Enhancement of integrated homeless teams
- Partnerships (i.e. mental health/palliative care)
- Key work/case management

3 Long term sustainable housing solutions

- Stronger partnerships with Department of Housing and Local Authorities
- Identification of and support for housing requirements based on health needs

4

Interagency technology solution

- OoCIO (Office of the Chief of Information Office) – support with identifying interim and long term integrated technology system/s
- Pilot through hospital discharge project
- Joined up approach with addiction services

5

Homeless Hospital Discharge protocol (standardised)

- Development and pilot implementation of protocol through hospital discharge project
- Supported through governance structure
- Review of protocol and identification of gaps and blocks (pilot evaluation)

6

Training and education

- Competency Framework
- National training programmes
- Training partnerships
- Intercultural Health Training
- Peer involvement and service user experiences
- Hospital discharge training

7

Data collection

- Prioritising outcomes reporting through SLA's
- Process evaluation of SRF work
 - Housing First Evaluation
 - Hospital Discharge evaluation
 - Action research
- ICT systems – OoCIO
- Review of National KPIs

National Projects



Service Reform Fund (SRF) – Homelessness Initiative

- Integrated approach by the Department of Housing, Planning, and Local Government, Local Authorities, the Department of Health and the HSE, in line with the Rebuilding Ireland
- Aims to address complex housing and health needs, including mental health and addiction needs, of people experiencing homelessness and improve their access to appropriate healthcare through enhancing housing first tenancies and strengthening integrated care pathways.

Housing First Initiatives

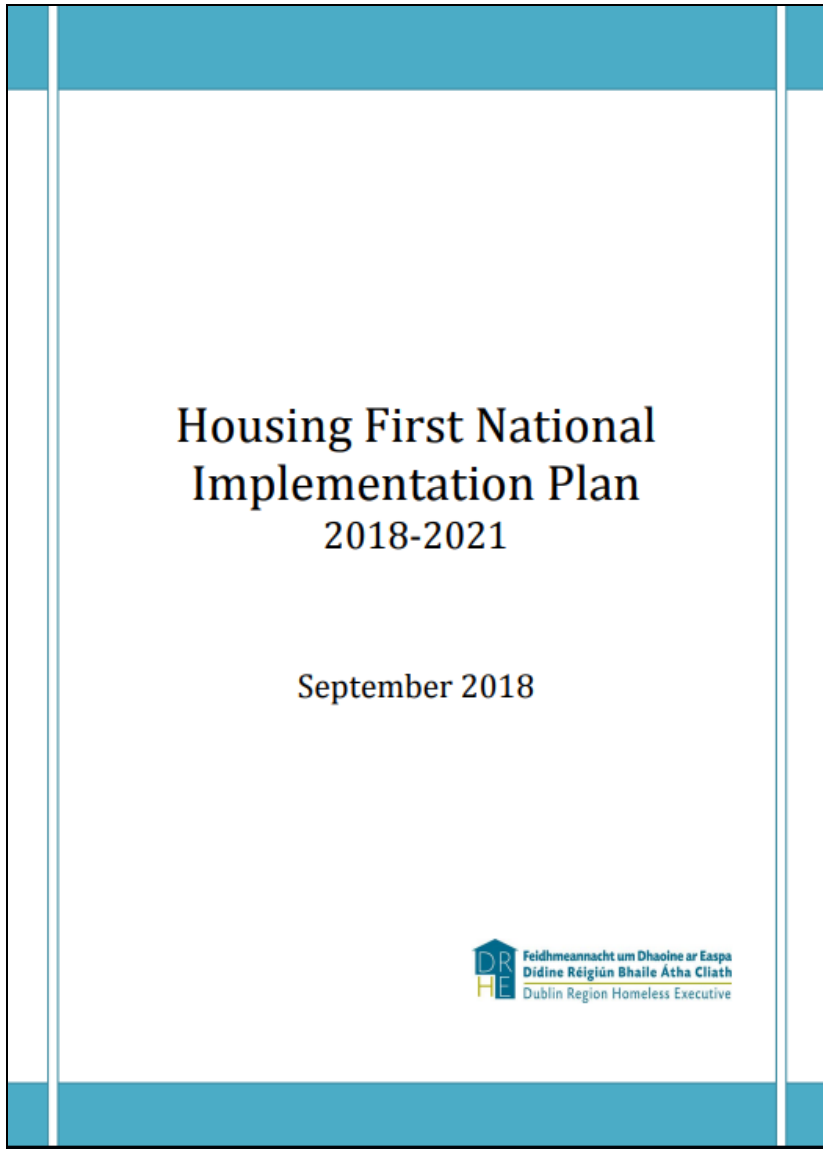
1. Support 100 additional housing-first tenancies in **Cork, Limerick and Galway** (and Waterford TBC) (including wrap around health supports for Housing First participants)

2. Review of health supports for Housing First initiative in **Dublin**

Integration and enhancement of existing Dublin Housing First

Homeless Hospital Discharge & Integrated Pathways

3. Inter-agency homeless hospital discharge pilot-project :
- Pilot implementation of a Dublin Homeless Hospital Discharge Protocol with view to Nation-wide adaptation
 - Enhancement of shared assessment and care planning



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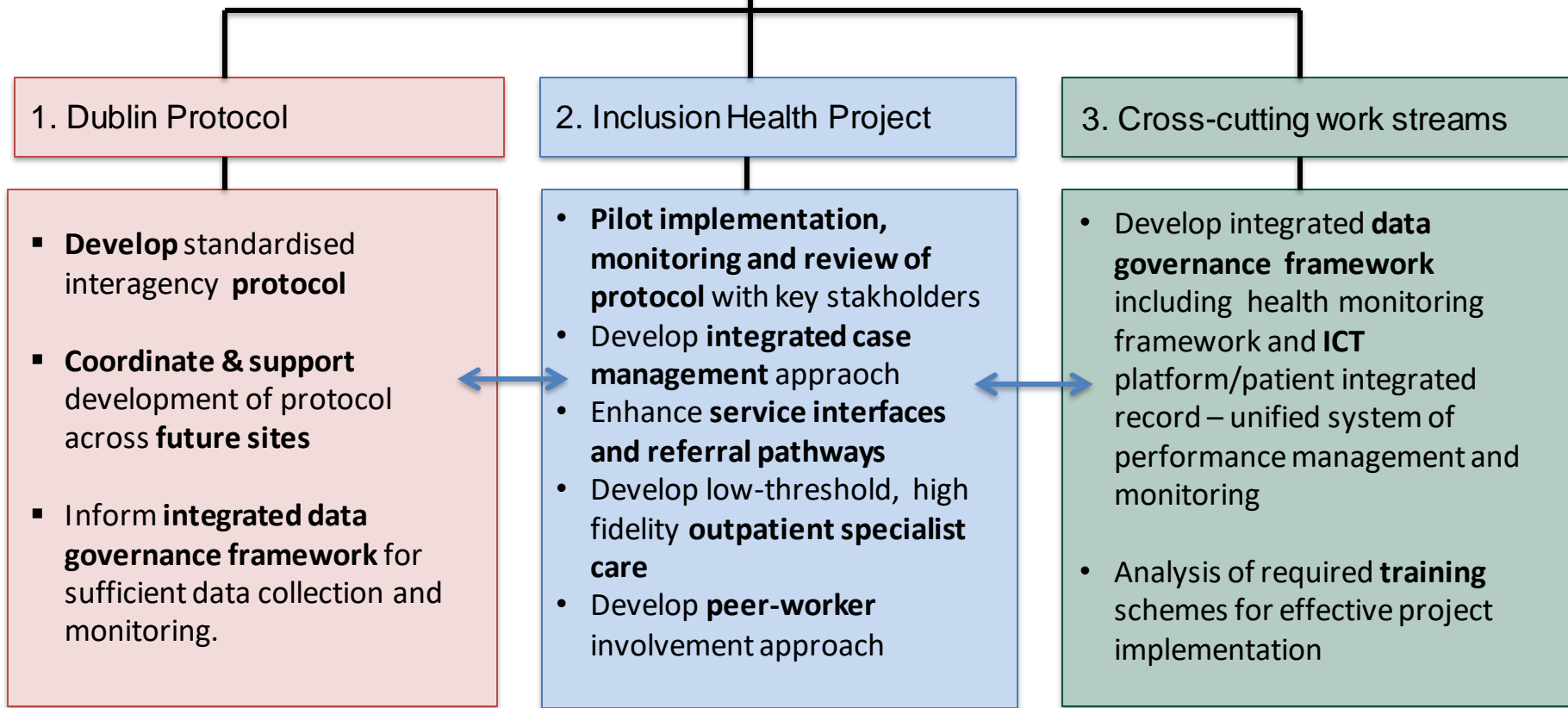
Wrap-around health and housing **supports**

**Department of Housing,
DRHE, Department of Health
& HSE (social inclusion and
mental health)**

Existing tenancies:
2018 - ~220 (Dublin)

Targets:
2021 – additional 663 across
regions

Homeless Hospital Discharge Project



Executive Sponsor: HSE Primary Care (AND)

Project Sponsor/manager: National Social Inclusion Office

Sub-Project and work stream leads: Inclusion Health Network members

HSE Priority Areas and Actions 2020



HSE Priority Areas

Homelessness Actions

1. Integrated Care Pathways and Joint Ways of Working

- Homeless hospital discharge pilot project
- Enhance integrated homeless action/case management teams
- Joint assessment & care planning processes
- Competency framework for homeless & addiction services
- Step-up/Step-down facility in Dublin

2. Housing First

- Actions in line with National Implementation of Housing First
- Enhancement of wrap-around health supports and integrated pathways
- Development of Health Monitoring Framework
- Training and evaluation

HSE Priority Areas

Homelessness Actions

3. Enhance Mental Health and Addiction Supports

- Enhance services within homeless accommodation & provide in-reach speciality mental health and addiction supports
- Prioritise homeless actions as outlined in the National Drug Strategy
- MH stepped model of care project

4. Enhance Inreach Primary Care and Outreach Services

- Improve primary care services by enhancing services within homeless accommodation & by providing in-reach speciality primary care services
- Increase the capacity of the mobile health clinic, to provide outreach services for hard to reach homeless people with complex needs

Thank you!

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