

London Hospital Discharge Housing Options Directory

Frequently Asked Questions (FAQs)

May 2022

About

The London Hospital Discharge Housing Options Directory is an online resource to help hospital staff across London when discharging patients experiencing homelessness. The directory outlines relevant housing service contact details to support this group, with information for each London borough¹ provided.

Who can use the London Hospital Discharge Housing Options Directory?

This online directory is intended to be used by NHS discharge officers, Pathway teams and others working in hospital discharge settings and emergency departments.

What is the purpose of the London Hospital Discharge Housing Options Directory?

It is to help you make referrals to local authority housing options services in the London boroughs for patients who are homeless or at risk of homelessness on discharge. There is an individual webpage for each borough that shares the details of how best to contact their local authority housing options team.

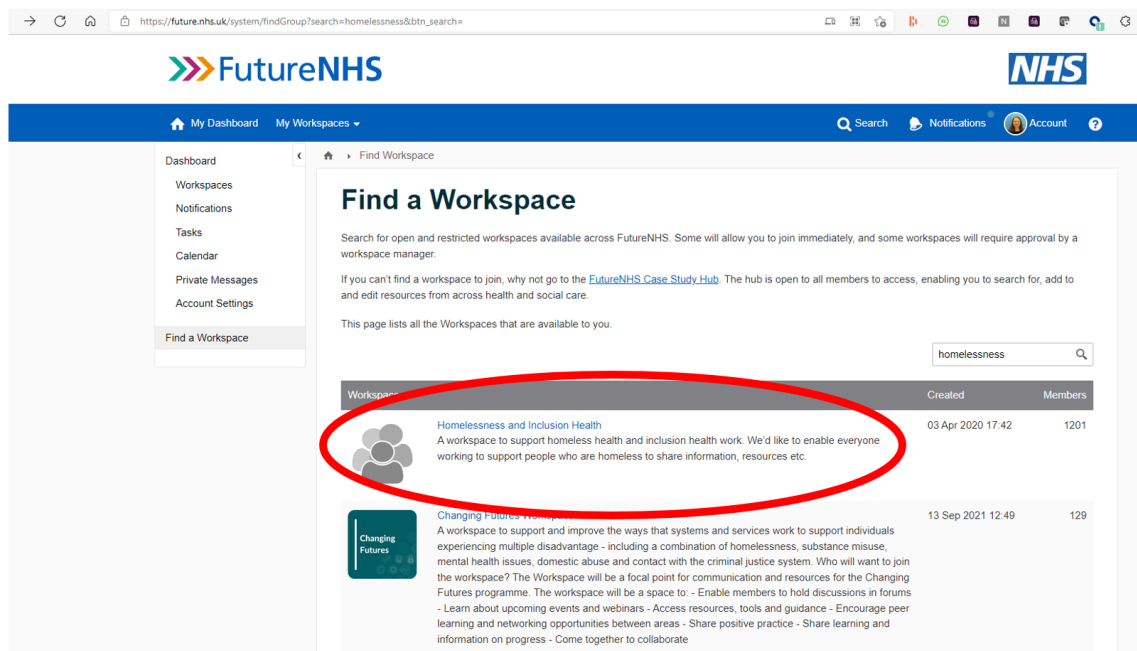
For instance, the web pages include who to contact when undertaking the Duty to Refer process, and who to contact in an emergency discharge situation. Additional information will also be provided, for instance whether the borough has a discharge protocol which they ask hospital teams to follow when referring a patient.

¹ *We are awaiting directory information for three London boroughs to be uploaded once received

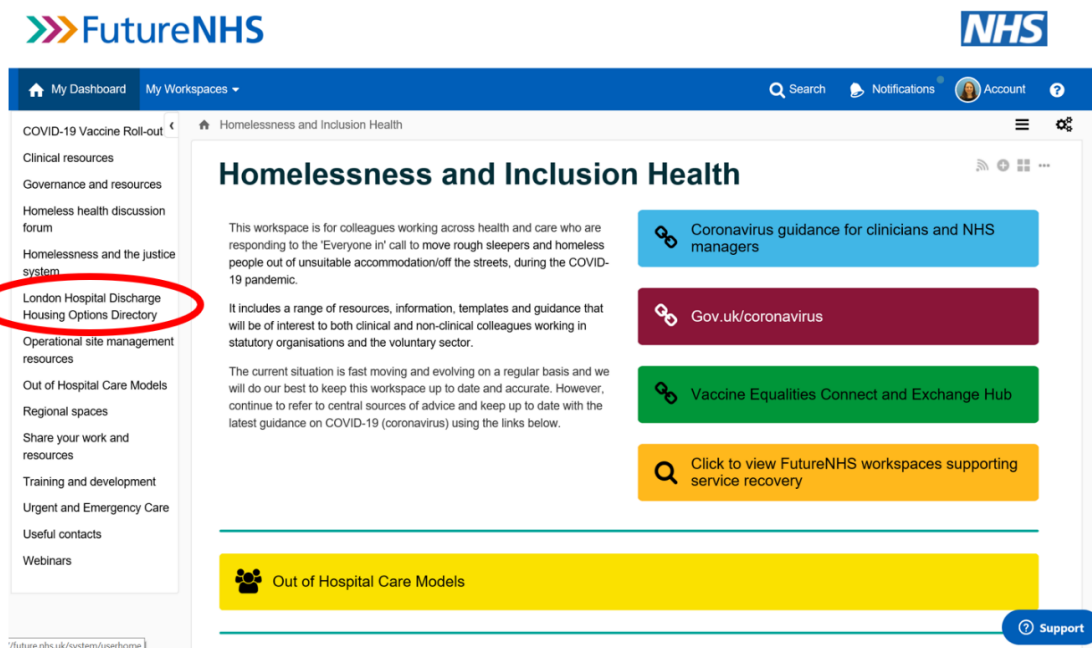
Where do I find the London Hospital Discharge Housing Options directory?

You can find the directory by clicking on this [link](#). Alternatively, you can navigate to the directory from the FutureNHS landing page.

To do this, head to the [Find A Workspace tab](#) and search 'Homelessness' where you will find the 'Homelessness and Inclusion Health' workspace displayed as the first result, as seen in the screenshot below:



Click on the [Homelessness and Inclusion Health](#) link, followed by the [London Hospital Discharge Housing Options Directory](#) in the left-hand side bar – see the Housing Directory tab circled below:



How do I register for an NHS Futures account?

FutureNHS is open to anyone working in health and social care. You can become a member if you are invited to join a workspace by a workspace manager, or you can self-register on the platform if you work for a trusted organisation like the NHS and have an @nhs.net, @*.nhs.uk, @nhs.scot or @phe.gov.uk email address.

It's also easy for local authority officers and others working in homelessness to register. If you have a different email to the above, you can request an invitation to join the FutureNHS platform through the [new members' page](#).

If you click on the request access button on the left-hand side of the webpage, a box will appear titled 'contact us' where you will be asked to enter your details and press send.

The FutureNHS team aim to process your request within seven working days.

If you have questions relating to the NHS Futures platform, including user interface, we'd recommend looking at the NHS Futures FAQ page: [Platform FAQs - FutureNHS Platform - FutureNHS Collaboration Platform](#)

If you have any queries about your access, please don't hesitate to email us at hlp.homelesshealthcovid19team@nhs.net.

See the screenshot below to preview how to request access:

New members - Request access

To request an invitation for the FutureNHS platform, please tell us the details of the workspace you are wanting to join and the reason for joining in the "How can we help you?" section of the support form.

Request access

Already have an account?

Log in

Transforming how health and social care work together

Join our online community of staff working across health and social care

Learn more

Contact us

Your name

Email address

How can we help you?

Attachments

Add up to 5 files

zendesk

Send

Our values: clinical engagement, patient involvement, local ownership, national support

Privacy Policy | Terms and Conditions | Accessibility | You're in Kahootz with the NHS

Any other questions?

For any questions about the London Hospital Discharge Housing Options Directory, including the process of building the directory, please send us a message at hlp.homelesshealthcovid19team@nhs.net.

We encourage you to share any information which you think may be incorrect, out of date, or missing, and to tell us about your experience of working with local authorities using the information from the directory.

Kind Regards,

HLP Homeless Health Team

hlp.homelesshealthcovid19team@nhs.net