



Inclusion Health Clinical Audit Pilot Nov – Dec 2015

Please submit all data online: <https://rcem.l2s2.com>

The deadline for data submission is **8 December 2015**.

Organisational audit

Please answer the following organisational questions once per emergency department only

Q1	Do staff in the Emergency Department identify and record homeless patients?	Fully identified and recorded	
		Partially e.g. identified but not recorded	
		No	
Q2a	Number of ED attendances over the past three months (over 16 years of age) ¹	[number]	
Q2b	Number of ED attendances from homeless patients over the past three months (over 16 years of age) ²	[number]	
		Data not available/known	
Q3	Are discharge letters generated and sent to primary care, if the patient is registered with a GP?	Yes – always	
		Yes – sometimes	
		No	
Q4a	Is a homelessness staff information pack available?	Yes	
		No	
Q4b	If yes: Does the homelessness staff information pack contain information on the following: (tick all that apply)	Streetlink	
		Day centres	
		Alcohol services	
		Drug services	
		Specialist targeted health services	
Q4c	If yes: Has the homelessness staff information pack been reviewed in the past 12 months? ³	Yes	
		No	
Q5a	Are homeless patient leaflets available in the ED?	Yes	
		No	
Q5b	If yes: Do the homeless patient leaflets contain information on the following: (tick all that apply)	Day centres	
		Alcohol services	
		Drug services	
		Specialist targeted health services	
		Out of hours services	
Q6	Does the Trust have a policy for safeguarding vulnerable adults in A&E?	Yes – explicitly including homeless patients	



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		Yes – but not explicitly including homeless patients Policy under development No	
Q7	Does the Trust have a system of recording alerts for high risk or frequent attenders?	Yes – accessible at point of contact Yes – not accessible at point of contact No	
Q8	Does the Trust have a system of recording multi-agency care plans for high risk or frequent attenders?	Yes – accessible at point of contact Yes – not accessible at point of contact No	
Q9	Is the following available according to NICE guidance? ⁴	In department alcohol assessment	
		Brief advice	
		Referral	

Notes



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Help notes:

¹ Number of adult patients attending the ED between 1 September – 30 November 2015, including repeat attendances within this period.

² Number of homeless adult patients attending the ED between 1 September – 30 November 2015, including repeat attendances. Include rough sleepers, street community and patients with no fixed address.

³ Is there documentation that the homelessness staff information pack has been reviewed between 23 November 2014 and 23 November 2015?

⁴ NICE guidance: <http://pathways.nice.org.uk/pathways/alcohol-use-disorders/brief-interventions-for-alcohol-use-disorders>



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Patient notes audit

To be answered for every homeless patient seen in the data collection period: 23 Nov – 6 Dec 2015

Record #	
Patient reference	

Please submit all data online: <https://rcem.l2s2.com>
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Casemix

Date of arrival	dd/mm/yyyy	
Time of arrival	hh:mm	
Age of patient on attendance	16-40	
	41-64	
	65 and over	
Patient gender	Male	
	Female	
	Other	
Documented method of attendance	Self-presentation/walk in	
	Ambulance	
	Police	
	Not documented	
	Other	

Patient history and presentation ¹

1	Is the past medical history documented in the notes?	Yes No	
2	Is the medication history documented in the notes?	Yes No	
3a	Is the patient registered with a GP?	Yes – in area Yes – out of area No	
3b	If no or GP not in area: was advice or signposting for GP registration given?	Yes No	
4	Did the patient leave before being seen?	Yes	
		No patient self-discharged No	
5a	Was drug or alcohol use ² identified and documented in the notes?	Yes - direct cause of presentation Yes – not as the direct cause of presentation No	



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5b	If yes: is there documented evidence that the patient was referred for specialist drug or alcohol assessment?	Yes No – reason documented No patient refused No	
6a	Was an acute mental health problem identified and documented in the notes?	Yes No	
6b	If yes: was a risk assessment documented?	Yes No – reason documented No patient refused No	
6c	If yes: is there documented evidence that the patient was referred to mental health liaison team?	Yes No	

Discharge and follow up

7	Was the patient referred for GP follow up?	Yes No unknown	
8a	Was a discharge letter generated and sent to primary care?	Yes No	
8b	If yes: Did the discharge letter to the GP include the patient's homeless status?	Yes No Unknown	
9	Is there documented evidence of written information on homeless services offered to the patient?	Yes No	
10	Is there documented evidence of replacement clothing offered if necessary?	Yes No No - not necessary	

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Help notes:

- ¹ Do not include repeat visits of the same patient within the data collection period
- ² Refers to harmful or problematic drug or alcohol use
- ³ See audit information for relevant reed codes