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Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_290_24

You asked:

I am looking at homelessness in Wales and the impact it has on the healthcare services. I was wondering if you support me by providing any current documents and policy's regarding what the Cwm Taf healthcare services have in place to support those who are facing homelessness.

Anything you may be able to provide me would be much appreciated.

Our response:

A 2019 Health Needs Assessment of the homeless population within Cwm Taf Morgannwg (CTM) noted that there are issues with access and service provision for Homeless citizens across the whole of CTM. It is recognised that this vulnerable group of patients do not engage with existing primary care services, and are more likely to attend an emergency department than the average adult. The challenges with this client group are that they do not access statutory services in the traditional manner and there are generally multifaceted health issues that require a collaborative approach.

The nurse role was initially funded and piloted in Taff Ely Primary Care Cluster and based on successful evaluation the role was mainstreamed and now delivers across the whole of the CTM footprint. Based on the work and findings the UHB agreed to fund the Primary Care Specialist Nurse role on a permanent basis.

- Identify any barriers or issues with accessing healthcare and provide support to overcome these
- Work with services, where necessary, to aid development and review of pathways
- Gain an understanding of the individuals, the health complexities their lifestyle and behaviour
- Work closely with Local Authority Housing 1st providers across RCT, Merthyr Tydfil and Bridgend as there is evidence that the effects on housing tenancies and health are linked.

This has now developed further with a Housing Outreach Service, through Welsh Government funding via the CTM Area Partnership Board. The team:

- Work autonomously to support the clients with highly complex needs and a variety of conditions, providing expert support and healthcare co-ordination.
- Act as advocates ensuring that individuals have access to mainstream services when needed.
- Work with GP practices to ensure assessments take place, appointments and follow ups are available to suit the individual and the practice.
- Work across a variety of locations and venues including outreach, hostels, supported housing and day centers.

- Acts as a first point of contact for specialist advice and support on matters related to health and homelessness for staff and external agencies.
- Provide high quality care and advice to patients with health problems as well as take decisions to signpost individuals into appropriate service support.
- Support advice and training for health, social care and third sector professionals.

Attached are the following documents:

- Attachment 1 - Local Enhanced Service that practices can sign up to.
- Attachment 2 - Copy of the specialist MH&SM Housing Team Reporting Structure
- Attachment 3 - CNS activity information (April 2024)