

The journey begins

A homeless patient living in the woods develops a severe eye condition



Patient comes to Moorfields A&E with infected eye covered with a serviette



Patient treated in spite of having no identity and no home address. Patient had surgery on a cancerous eye at GOSH.



Staff helped patient with food and clothes as well as contact with council so he could have NHS treatment and housing provided.



Schwartz Round themes

"We all deserve dignity, respect and a safe space to call home"

"The team worked together in harmony for some one who was in desperate need"

"Hope starts with all of us to make the difference"

Changes made

- ❑ Staff trained to recognise and manage signs of homelessness
- ❑ Signposting to support organisations such as Shelter
- ❑ Consideration of ways to tackle emotions/perceptions of staff and the patient view on homelessness.
- ❑ Framework for care that recognises that it's ok to "let someone in"

Patient has treatment, is rehoused and is recovering well as a result of people collaborating across the system.



Council trace patient's origin in Ireland