

A photograph of a middle-aged man with short grey hair, wearing a white polo shirt and blue trousers, sitting on a black leather sofa. He is smiling and holding a small white dog in his left arm and a white mug in his right hand. The background shows a kitchen with white cabinets and a dark countertop. A patterned cushion is visible on the sofa to the left.

Link Worker Service

Information about our free service to help you get home from hospital.

What will happen before I leave hospital?

Home is the best place for most people to recover well and feel happier. Your clinical team will tell you when you are medically fit to leave hospital, but we understand you may have concerns about how you might manage at home.

Our friendly Link Workers will introduce themselves and ask if it's ok if they support you. They can also meet your friends and family.

How does the Link Worker help?

Your Link Worker will ask what matters to you. They will listen to you and make suggestions for your independence and wellbeing at home. After they have listened to you, they can connect you with community organisations and agencies who can help.

Link Workers can help with:

- Discharge grants to help you settle at home
- Support with benefits
- New technology to help with daily living and keeping you safe
- Equipment and aids to help with mobility
- Community transport
- Local activities like walking, befriending and social outings
- Connecting you with special interest and faith groups

What happens when I have left hospital?

Your Link Worker will stay in touch! They will call you and arrange a home visit if you would like one. This is an opportunity to see what else you might like or need once you're back home.

Case study

Ikbir felt overwhelmed at the thought of returning home from hospital. Our Link Worker listened to his concerns. He used to enjoy gardening, but now struggles to care for his wife and keep their home clean.



The Link Worker helped Ikbir arrange a weekly cleaner and access carer support. Ikbir and his wife now attend a local gardening group, where they keep active and make friends.

What happens next?

You will be asked if you are happy for the Link Worker to record some of your personal information, and to complete a straightforward well-being and feedback questionnaire.

If you'd rather not use this service, please tell the Link Worker - they won't be offended!

If you live in Bristol, your Link Worker is employed by the charity Age UK Bristol. If you live in South Gloucestershire, your Link Worker is employed by the charity Southern Brooks.

Link Workers from either charity can be contacted by phoning **0117 928 1557**.

This document can be provided in other formats and languages, please contact us for more information.



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