

## How long will Carelink's support last?

This depends on the plan agreed with your social worker. Typically we can offer support for between 10 days and 6 weeks. If you need support for a longer period, your social worker will talk to you about an appropriate plan.

## Training and supervision

All Community Health Support Workers undertake regular specialist training. On occasion, a Clinical Coordinator may attend alongside your regular support worker. This allows care standards to be reviewed and improved.

## Contact us

### Clinical Coordinators:

- (Tel) 020 3317 3299
- Mon to Fri: 9am - 5pm

### Resource Support Workers: (Out-of-hours)

- (Tel) 07899 994704
- Mon to Sun: 7am - 10pm

## Communication and language support

If you require a language interpreter (including British Sign Language) or communication support, please contact us.

You can also contact us if you would like this leaflet in large print, Braille, audio format or in another language.

## Confidentiality

Use of personal data is protected by the Data Protection Act 1998. For information about accessing your health records please contact Information Governance on (Tel) 020 7685 5954.

## Comments, compliments, complaints

We welcome your views on our service. Please contact the Patient Support Service:

3rd Floor Bedford House  
125 - 133 Camden High Street  
London NW1 7JR

Tel: 020 7685 5973  
Fax: 020 7685 5788  
E-mail: [patientsupport.cps@nhs.net](mailto:patientsupport.cps@nhs.net)

# Carelink



## Service Information for Patients

Central and North West London   
NHS Foundation Trust

Camden Provider Services

CPS RD CARE 00110/11

## About CARELINK

CARELINK provides short-term support and enabling care in your home following a hospital stay or period of ill health.

The service can help you to:

- continue with activities that are important to you
- become more independent
- make a faster recovery

## Who can use the service?

The service is available to you if you meet all the following criteria:

- you are a Camden resident aged 18 years or over
- you require short-term help to return to usual lifestyle
- you have been referred to the service, with a care plan, from an A&E department or a Camden REACH community social worker

## How does CARELINK work?

After you have been referred, a social worker will meet with you to discuss your health care needs and agree any special requirements and access arrangements.

The social worker will then create a care plan for you, including a schedule of visits from **Community Health Support Workers**. This plan might be adjusted later in response to progress or feedback. It may include support for:

- washing and dressing
- meal preparation
- shopping

## When will the Community Health Support Workers visit?

Community Health Support Workers will visit you at pre-arranged times. However, they rely on public transport and may occasionally arrive later than scheduled. Where the delay is likely to be more than 30 minutes, they will call to let you know.

If you need to change a particular appointment to a more convenient time, please contact your support worker to discuss. Wherever possible, we will rearrange the visit at your convenience.

## Recognising your Community Health Support Worker

Generally you will see the same Community Health Support Worker at each visit. However, this is not always possible.

All our Community Health Support Workers carry identification cards.

Before allowing anyone claiming to be a CARELINK support worker into your home, please inspect their ID card.

If you have any doubts about a caller's identity, please do not give them access to your home.

If you are unable to come to the door we can arrange a secure key service. This can be discussed on our first visit to your home.

[www.camdenproviderservices.nhs.uk](http://www.camdenproviderservices.nhs.uk)  
[www.facebook.com/CamdenNHS](https://www.facebook.com/CamdenNHS)  
[www.twitter.com/camdenprovider](https://www.twitter.com/camdenprovider)

