

OA Reablement	OA Day Care	OA Residential Care	Domiciliary Services	DMH Day Services	DMH Supported Living	DMH Residential Services	EIA
✓	✓	✓	✓	✓	✓	✓	✓

L5 LINK WORKER

POLICY

To ensure that individual needs and wishes of service users are met through the link worker system

PROCEDURE

1. Part of a support worker's duties includes being a link worker. This can be to an individual service user or to a small group of service users.
2. Every service user will be allocated a link worker from amongst the staff team. This role is to provide a personal link between the service and the service user.
3. All service users and or their representatives will be made aware of the link worker and what the role entails.
4. Link workers have a responsibility for all service users whilst on duty.
5. The link worker should have regular communication with the service user and or their representative.
6. Key tasks may include:
 - Involvement in the assessment and review of person centred care plans.
 - Attend review meetings / case conferences / transition meetings.
 - To communicate to other staff the most appropriate way of working with a service user, making reference to their lifestyle, needs and wishes.
 - To liaise with family /friends / advocates in order to develop a useful working relationship.
 - Day Services only – to liaise with social worker /care manager in the absence of a supervisor. The supervisor must be informed of any outcomes.
 - To ensure that the service user's birthday and other important occasions are given consideration in accordance with the service users wishes. Where service users wishes cannot be fulfilled the reasons should be explained.
 - To meet with the service user on their admission day and introduce them to the service.
 - To provide information as requested by your supervisor.
 - Where the service can accommodate a member of staff to support at medical appointments where possible.

Date	18/08/08	08/07/14						Issue date
Amendment	1	2						01/04/06 P&P

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L5

LINK WORKER

7. The manager / supervisor will review the allocation of the link worker in consultation with both service users and staff if there is a need for a change.

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