

Meet & Greet Leaflet



2023/2024



Contact us!

E-mail: HospitalDischarge@AgeConcernLuton.org.uk

Tel: 01582 456812 Registered Charity: 200463

What is Meet & Greet?

A free service where our specially trained workers support older people leaving hospital – normally within the first 24 hours of discharge.

Our workers can help ensure that there is sufficient food at the property, that the home environment is as safe as possible and that the right support is in place for older people to recover after a hospital stay!

We can move furniture to make space for hospital beds, fit key safes to enable carers to gain access and provide advice on benefits and other entitlements!

Additionally we check in with the discharged person in the weeks after discharge to find out how they are getting on and help them access any other help they might need.

Who can refer to Meet & Greet?

Once a patient has provided consent all hospital staff are eligible to e-mail across referrals to the service. We are also happy to have conversations with those staff members if they want to discuss any aspect of a patient's discharge and we'll always try to accommodate specific requests into patient's individual support plans.

We also accept referrals from people who have left hospital themselves or those that care about them and these can be made over the phone. Please note that some parts of our service such as key safes require a referral from an NHS employee.



When does the service operate?

Monday to Friday from 9am to 5pm. At busy periods an answering service may be used but voicemails and e-mail are picked up to and including 5pm so please leave us a message!

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