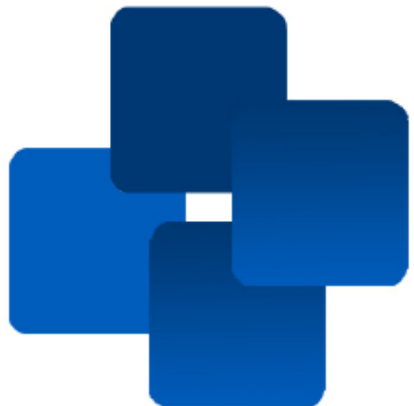


Renal Social Work Service

Information for patients, partners, families and carers

Renal Department



What does a Renal Social Worker do?

The Renal Social Worker can help with various issues arising from having a long term illness like renal failure and can provide information, advice and assistance to all renal patients.

The service is available to:

- Clinic outpatients
- In patients
- Dialysis patients, in a unit or at home
- Patients awaiting transplantation
- Patients who have chosen not to have dialysis

We are aware that having someone with kidney failure in the family affects everyone, and we are here to offer support to all family members and carers.

The Renal Social Worker is a qualified social worker and works in collaboration with other members of the multi disciplinary team to support patients, their families and carers. We can give advice and support on a range of personal, emotional and practical matters.

How the Renal Social Work Service can help you

These are some of the issues that might concern you:

- Benefits – help to work out what you may be entitled to and assistance with completing forms.
- Finances – offer advice about bills, debt management and the possibility of getting help from renal charities, for example, towards taking a holiday.
- Housing – help to apply for housing, transfer to more suitable accommodation, or getting adaptations done.

- Practical help at home – provide information about the help that is available from your local Social Services Department and how to access this help.
- Aids and Equipment – making referrals to Occupational Therapists.
- Social care – offer advice on and making referrals for being assessed for carer support at home.
- Relatives and carers – give advice about getting practical help, relief or respite for carers.
- Work issues – help to understand your rights as an employee.
- Legal issues – offer advice and information about immigration issues, power of attorney and making wills.

If you have a problem that is not on the list, we may still be able to help, or put you in touch with someone who can.

Accessing the Renal Social Work Service

If you would like to arrange to speak to a Renal Social Worker you can access the service by speaking to a member of staff about making a referral for you.

Alternatively, you can refer yourself by contacting the Renal Social Worker directly by telephone: **01438 284957**

The service is available 8:30am to 4:30pm Monday to Friday. Messages can be left at any time on the above telephone number.

People can be seen in outpatient clinics, on the ward, on the dialysis units and, under certain circumstances, home visits can be arranged.

Useful Contacts

Lister Area Kidney Patients
Association
Local kidney patients' group
www.LAKPA.org

British Kidney Patient
Association (BKPA)
01420 541424
www.britishkidney-pa.co.uk

National Kidney Federation,
Kidney patient's helpline
0845 601 0209
www.kidney.org

Carers UK
020 7490 8818
www.carersuk.org

Health & Community Services
Hertfordshire County Council
0300 123 4042 (Adults)
www.hertsdirect.org

Health & Community Services
Hertfordshire County
Council
0300 123 4043 (Children)
www.hertsdirect.org

Date of publication: June 2011
Reviewed: November 2015
Review date: November 2018
Author: C. Beaty & A. Danbury-Lee
Reference: RSW Version 3

Luton Social Services For Adults
01582 547659/660
www.luton.gov.uk

Central Beds Council Social
Service
Older people 0300 300 8033
Adults with physical disability
0300 300 8097
Learning disability 0300 300 8100
Children 0300 300 8097
www.centralbedfordshire.gov.uk

Bedfordshire Borough Council
Social Services
01234 267422
www.bedford.gov.uk

Age UK Advice Line
0800 169 6565
www.ageuk.org.uk

Acknowledgement:
King's College Hospital, Renal Social Workers &
Counsellors. RE013.

www.enherts-tr.nhs.uk

You can request this
information in a
different format or
another language.