

## Renal Social Work Service

### Information for patients, partners, families and carers

#### 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
- Inpatients
- Dialysis patients, in a unit or at home
- Patients awaiting transplantation, or those that have been transplanted
- 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 works in collaboration with other members of the multidisciplinary 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
- **Peer support** – an opportunity for our kidney patients to talk with an experienced kidney patient on a one-to-one basis
- **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 and making referrals for being assessed for carer support at home

- **Advance care planning** – information and advice for those with deteriorating health
- **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 signposting and information about where to get advice for 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 your renal healthcare team about making a referral for you.

Alternatively, you can refer yourself by contacting the renal social worker directly.

**Telephone: 01438 284957.**

The service is available Monday to Friday, 8.30am – 4.30pm. 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 contact details

### **East and North Hertfordshire NHS Trust:**

- Website [www.enherts-tr.nhs.uk](http://www.enherts-tr.nhs.uk)
- Telephone 01438 314333

### **Lister Area Kidney Patients Association** - Local kidney patients' and carers' group:

- Website [www.LAKPA.org](http://www.LAKPA.org)

### **Kidney Care UK:**

- Website [www.kidneycareuk.org](http://www.kidneycareuk.org)
- Telephone 01420 541424

### **National Kidney Federation:**

- Website [www.kidney.org](http://www.kidney.org)
- Telephone 0800 169 09 36 (helpline)

### **Carers UK:**

- Website [www.carersuk.org](http://www.carersuk.org)
- Telephone 0808 808 7777 (helpline)

### **Hertfordshire County Council Services:**

- Website [www.hertfordshire.gov.uk](http://www.hertfordshire.gov.uk)
- Telephone 0300 123 4042 (adults)
- Telephone 0300 123 4043 (children)

### **Age UK Advice Line:**

- Website [www.ageuk.org.uk](http://www.ageuk.org.uk)
- Telephone 0800 678 1602

### **Luton Social Services:**

- Website <https://m.luton.gov.uk>
- Telephone 01582 547659 (adults)
- Telephone 01582 547653 (children)

### **Central Bedfordshire Council Social Service:**

- Website [www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk)
- Telephone 0300 300 8303 (adults / physical disability)
- Telephone 0300 300 8100 (learning disability)
- Telephone 0300 300 8585 (family early help team)

### **Bedford Borough Council Social Services:**

- Website [www.bedford.gov.uk](http://www.bedford.gov.uk)
- Telephone 01234 276168 (adults)
- Telephone 0800 023 2057 (family early help team)

### **Essex Council Social Care:**

- Website [www.essex.gov.uk](http://www.essex.gov.uk)
- Telephone 0345 603 7630 (adults)
- Telephone 0345 603 7627 (children)

## **Leaflet information**

**Acknowledgement:** King's College Hospital, Renal Social Workers and Counsellors RE013

**You can request this information in a different format or another language;  
please speak to your doctor or nurse.**

**Date of publication:** June 2011

**Version number:** 05

**Author:** C. Beaty, A Danbury-Lee

**Reference:** RSW

**Review Date:** May 2027

© East and North Hertfordshire NHS Trust  
[www.enherts-tr.nhs.uk](http://www.enherts-tr.nhs.uk)