

Useful contacts

Lister Area Kidney Patients Association

Local kidney patients' and carers' group
www.LAKPA.org

Kidney Care UK

☎ 01420 541424
www.kidneycareuk.org

National Kidney Federation

☎ 0800 169 0936 (helpline)
www.kidney.org

Carers UK

☎ 0808 808 7777 (helpline)
www.carersuk.org

Age UK Advice Line

☎ 0800 678 1602
www.ageuk.org.uk

Hertfordshire County Council

Health & Community Services
☎ 0300 123 4042 (Adults)
☎ 0300 123 4043 (Children)
www.hertsdirect.org

Luton Social Services For Adults

☎ 01582 547659 or 547660
www.luton.gov.uk

Central Bedfordshire

☎ 0300 300 8301 (switchboard)
☎ 0300 300 8303 (Health & Caring)
www.centralbedfordshire.gov.uk

Bedford Borough Council

Social Services
☎ 01234 267422
www.bedford.gov.uk

Essex Social Care

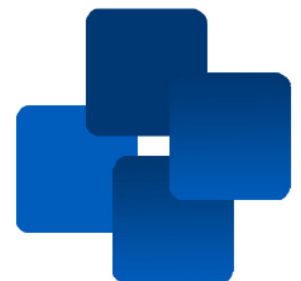
☎ 0345 603 7630
www.essex.gov.uk

Information for patients, partners, families and carers

Renal Social Work Service

Renal Department

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



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 who 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 is a qualified social worker and 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.
- **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.
- **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 Support team: ☎ **01438 284957**

The service is available Monday to Friday, 8:30am to 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.