The Hospital Social Work Team

Social workers from the City of York Council (CYC) work with York residents who are patients within York Hospital and their families, to provide them with a service to help with discharge from hospital.

Being in hospital can be a bewildering experience, and patients and their families can be unsure about what is happening during an admission. The Hospital Social Work Team can give advice and support on a range of personal, emotional and practical matters. We hope this factsheet will help you understand more about the Hospital Social Work Team and how it works within the team of professionals looking after you in York Hospital.

How is a referral to the service made?
Following discussions and agreement with you, doctors, nurses, occupational therapists or other health professionals can make a referral to the Hospital Social Work Team. Alternatively, if you or your family/carer is concerned about your discharge from hospital you can speak to the nurse involved in your care and ask for a referral to be made. The social worker will carry out an assessment with you and your family/carer, and take into consideration the views of the hospital health professionals involved in your care. These may include doctors, nurses, physiotherapists, occupational therapists, dieticians, speech therapists or specialist nurses. The hospital social work team work closely with the discharge liaison nurses. If you require further rehabilitation, hospital therapy staff may also refer you to one of the Community Rehabilitation Units or for Intermediate Care at home and if so you may work with a social worker who is not in the hospital team.

City of York Council

📞 01904 726810/1  🏠 www.york.gov.uk
@email adult.socialsupport@york.gov.uk
What is an Assessment?
When Social Services receive a referral a social worker will come and discuss with you, and your carers, how things were at home before coming into hospital and look at any help you may need when you return home. This assessment will consider activities such as how you managed washing and dressing, getting around your home, cooking meals and shopping. The assessment will include information from the professionals involved in your care on the ward. We will respect your views and hope to work together with you and your family to provide any necessary support on discharge. If your needs do not require help from Social Services or meet our eligibility criteria, we may be able to provide you with information about other services available to help you on discharge, such as Age UK shopping or cleaning, or liaise on your behalf with other agencies such as Housing.

What services might I receive?
If during this assessment it is agreed that you need additional help at home, such as getting washed and dressed or preparing a meal, you can be referred to CYC Re-ablement Service. This service is about supporting you to be able to do as much as possible for yourself following your hospital stay. We have a factsheet about this service which will give you more information.

For some people Re-ablement is not the most appropriate service as longer term support is required and this option will be discussed with you.

You may be referred on for other services such as: day care, Warden Call/Telecare service, benefits advice and information on self-directed support and personal budgets. Sometimes if a higher level of care is required than can be delivered at home, hospital social workers can help to arrange placements in residential or nursing homes and to give advice about funding.

Will I have to pay for my care?
Whilst your social care needs are being assessed by Re-ablement, the support you receive is non chargeable. This assessment period could last from a few days up to six weeks. Apart from this Re-ablement service everyone who uses social care will be asked to pay some of the cost of the services they receive. A Financial Assessor will visit you and will check you are in receipt of all the appropriate benefits, and will work out what your financial contribution will be for your ongoing support. This financial assessment ensures that you will not be charged more than you can afford.
**How will my care be reviewed?**

If you receive the Re-ablement Service on discharge, your hospital social worker will still work with you for a week following your return home and will contact you by phone to see how things are going. If Re-ablement service is working well the social worker will transfer the case to the Intensive Support Service, who will continue to work with you.

For those having a longer term care provision at home or are in residential or nursing care, a review is normally carried out following discharge to consider the level of ongoing care required. All care is then reviewed on an annual basis but can be arranged earlier if there is a change of circumstances.

**Is there help for my family/carer?**

During the assessment the views of your family/carer will be considered. Your carer is entitled to a separate assessment of their needs and information as to what services are available for them. Please ask if you would like a separate assessment.

We will do our best to get the right sort of help for you on discharge from hospital, but if there is anything you wish to comment on, including compliments and complaints please contact your social worker or CYC Customer Feedback Team on 01904 554145 or email: haveyoursay@york.gov.uk.

If you wish to comment on the care you received from York Hospital during your stay please speak to the Charge Nurse on your ward or the Patient Advice and Liaison Service (PALS) on 01904 726263 or pals@york.nhs.uk
Useful contacts

City of York Council, Customer Access and Assessment Team:
01904 555111

If there is an emergency outside office hours, or at the weekend, you can contact our Emergency Duty Team for advice on:
Tel: 0845 0349417

WardenCall/Telecare:
Tel: 01904 645000

Information is also on www.york.gov.uk

Age UK:
Tel: 01904 627995

Age UK After Hospital Scheme:
Tel: 01904 726191

York Hospital:
Tel: 01904 631313

York Carers Centre
Tel: 01904 715490
Email: enquiries@yorkcarerscentre.co.uk

If you would like a list of leaflets available for Adult Social Care Services please contact: 01904 554081 or email: haveyoursay@york.gov.uk

<table>
<thead>
<tr>
<th>Hospital Social Work Team</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
</tr>
<tr>
<td>Contact Details:</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

This information can be provided in your own language.

我們也用你們的語言提供這個信息 (Cantonese)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgisi kendi dilinizde almanız mümkün. (Turkish)

☎ 01904 551550