

ACCORD HOSPICE

Registered Charity No SC013682



Social Worker

**Information
For
Patients & Relatives**

Social Work Services

Social work services are available to all individuals, their carers and family who are receiving a service from ACCORD Hospice In-Patient Unit, Day Hospice or the Community Palliative Care CNS Team.

Social Worker

The service is led and coordinated by Karen Palmer, a qualified Social Worker holding a degree and diploma in social work (BA DipSW) and is a registered social worker with the Scottish Social Services Council.

How can ACCORD Social Work support you?

The social worker can support you, your carers and family in the following ways.

- Care needs assessment
- Planning your discharge if you are admitted to the hospice, to ensure agreed care is in place to support a return home or to another care service.
- Establish / identify services and support within your own community
- Liaise with housing services
- Liaise with your local authority social work department
- Offer advice, guidance and support
- Advocate on your behalf

What you can expect

- To work in partnership with the social worker
- To be treated as an individual
- Respect for diversity, values and different cultures
- Equal opportunities for all
- Staff to challenge discrimination, unfair or unequal treatment of groups or individuals on the basis of their race, gender, class, age, culture, religion, sexuality or ability.

Contact details

ACCORD Hospice
Morton Road
PAISLEY
PA2 7BW

Tel: 0141 581 2000
Social work direct line: 0141 581 2023



Suggestions Comments & Complaints

If you have any suggestions, comments or complaints about how the service can be improved, please speak to Karen Palmer.

If you are not satisfied with the response, please discuss your concerns directly with the Nursing Director at ACCORD Hospice:

Mrs. Helen Simpson
0141 581 2000

Should you feel that your complaint has not been resolved by ACCORD Hospice, you may contact your local Care Commission office directly, at any stage:

Care Commission
Central West Region
4th Floor
Smithhills Street
Paisley PA1 1EB

Telephone: 0141 843 4230
via the web at: www.carecommission.com

**If required this leaflet is available in
other languages & formats**



Date Reviewed June 2008

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