

**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 Chief Executive 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 Healthcare Improvement Scotland (HIS) directly, at any stage:

Adrian Masson  
Head of Corporate Services  
Healthcare Improvement Scotland  
Elliott House  
8 - 10 Hillside Crescent  
EDINBURGH  
EH7 5EA

Telephone: 0131 623 4300  
Email: [adrian.masson@nhs.net](mailto:adrian.masson@nhs.net)

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



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