

case study

Mrs Smith, a 60-year-old woman, has terminal cancer; she has come into the In-Patient Unit to have her symptoms managed. Previously Mrs Smith has attended the Day Hospice and received support including meeting Debbie, a Social Work Advisor from the Social Work team. They had talked about how it was getting increasingly difficult to manage her personal care due to fatigue.

During her stay on the In-Patient Unit Mrs Smith's condition deteriorated and her needs increased, she needed some equipment at home to help make life a bit easier. Mrs Smith had an occupational therapy and physiotherapy assessment and equipment was ordered in readiness for discharge.

A social work assessment was completed, as Mrs Smith was too weak to wash and dress herself independently. Debbie talked with her and her family to explore what would help on discharge. An application was made to NHS 'Continuing Care' for funding for this. This means there was no charge to Mrs Smith who agreed to have carers visit three times a day to help with personal care and prepare her meals.

It took approximately a week or so for the funding to be agreed, the care to be set up, and the equipment to be ordered and delivered. Once her symptoms had been managed and the plans had been put into place, Mrs Smith was discharged home. She found she was able to manage to stay in her own home with the support that had been arranged.

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(Patient and Family Support)

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**Large print version
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Social Work Support



Debbie - PAFS



Why do I need a member of the Social Work department?

Patients sometimes need help with managing at home or are unable to return home. The Social Work department are here to discuss this with you.

Who does the service help?

We support all patients, their families and carers being looked after by Phyllis Tuckwell. You might be an inpatient, attending our Day Hospice, at our Beacon Centre, or being cared for by one of our Community Nurse Specialists at home.

When does the Social Work department get involved?

We can begin to help from the moment you are referred to Phyllis Tuckwell, and continue to support you and your family during your illness.

How do I contact the Social Work team?

If you are visiting the Hospice, ask to speak to a member of the Social Work team. Otherwise just give them a call. They are based at the Hospice but are happy to visit patients in their own homes.

What sort of support can the Social Work department help to access?

- Help with washing and dressing.
- Help to prepare meals.
- Respite care.
- Finding a Nursing Home.

How will I know what I need?

Don't worry, a member of the team will discuss this with you and explain the different type of services available from Social Services or the NHS.

What if I already have a social worker?

The Social Work department at the Hospice will work in partnership with your locality team to ensure a coordinated approach.

What if I'm worried about how I will cope when I return home?

The Social Work team will talk with you and your family about services that are available. If you are an inpatient we may need to start planning as soon as possible after admission. This will give us time to arrange any care or equipment needed before you go home.

Will I have to pay for these services?

Some care is free of charge, some you may have to pay for. There is a financial assessment for Social Services care but not for NHS care. We will talk this through with you.

What if I want to stay at the Hospice?

Once our multi-disciplinary team feel your symptoms are managed, we will look at future plans with you. The Hospice has a limited amount of beds so we need to make sure everyone who needs our specialist treatment can access it.

Do I have to pay for services from Phyllis Tuckwell?

No, all services offered by Phyllis Tuckwell are free. As a charity we are dependent on the local community for their generosity and financial support. We only receive 20% of our funding from the NHS/Government and therefore we have to raise over £20,000 a day to provide all our services. If you would like to make a donation, please ask a member of staff, or visit our website.

Thank you.