



Hospital Social Work Team

Returning you home safely

The hospital social work team is a council social services team in a hospital to provide services for patients who require help and support on discharge. Patients must reside in the borough of Slough.

Whatever the reason for being in hospital you, your family or carers may have concerns about how you will manage ordinary activities at home.

Our aim

The aim of the hospital social work team is to help people return home as safely and independently as possible.

In order to assess what services may be required, the social worker will assess the needs of the patient (you) and take into account the views of the medical team, other professionals and any other persons significant to you.

Often this is a carer, family member, friend, neighbour or someone who makes an important (if only minor) contribution to your daily life and well being.

The team welcome the views of carers and will assess their needs separately where necessary.

Following assessment a range of services may be provided to assist your return home. These services include:

- Home care (personal needs)
- Community meals (frozen and hot)
- Assistance for carers - sitting service, respite care
- Careline - personal alarm system
- Rehabilitation - support in the community.

If it is agreed that you are unable to return home the social worker will discuss residential care or nursing home care with you.

The aim of the team in these circumstances is to provide you (and your carer) with the information you require in order to make informed choices.

Will there be a charge for this service?

There is no charge for an assessment. The team will discuss any costs relating to the service with you and will arrange for an assessment of your financial ability.

This is also an opportunity to assess whether there are benefits that you are entitled to receive.

What if I am not satisfied?

You (and your carer) will be given every opportunity to ask questions and to agree the decisions made. If you feel that your views or complaints should be heard or investigated independently there is a complaints procedure to follow. This is available from the social worker.

How to contact us

- Ask a ward nurse to put you in touch
- You can contact us by phone or in person

Where:

- Wexham Park Hospital Team are based at Wexham Hospital (which also covers Heatherwood Hospital). Our office is located next to Radio Wexham -
Tel: 01753 633661/2
- Upton Hospital Team (next to main reception)
Tel: 01753 821441

The team is available from 9am to 5pm Monday to Friday and 10am to 2pm on Saturday (at Wexham hospital only).

Translation

If you would like help in translating this information please call Slough Social Services on 01753 690759 or Slough Translation and Interpreting Service on 01753 539944.

ਜੇ ਇਸ ਜਾਣਕਾਰੀ ਦਾ ਤਰਜਮਾ ਕਰਵਾਉਣ ਲਈ ਤੁਹਾਨੂੰ ਸਹਾਇਤਾ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 01753 690759 ਤੇ ਸਲਾਓ ਸੋਸ਼ਲ ਸਰਵਿਸਿਜ਼ ਨੂੰ ਟੈਲੀਫੋਨ ਕਰੋ ਜਾਂ 01753 539944 ਤੇ ਸਲਾਓ ਟਰਾਂਸਲੇਸ਼ਨ ਐਂਡ ਇੰਟਰਪ੍ਰੇਟੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਟੈਲੀਫੋਨ ਕਰੋ।

यदि इस ज्ञानकारी का अनुवाद करवाने के लिए आपको मदद की आवश्यकता है तो कृपया आप 01753 690759 पर सलाऊ सोशल सर्विस को टैलीफोन करें या 01753 539944 पर सलाऊ ट्रांसलेशन एण्ड इन्ट्रप्रेटेशन सर्विस को टैलीफोन करें।

اگر اس معلومات کے ترجمہ میں آپ کو مدد درکار ہو تو براہ کرم 01753690759 پر سلاؤ سوشل سروسز سے بات کریں، یا 01753539944 پر سلاؤ ٹرانسلیشن اینڈ انٹریپریٹنگ سروس کو فون کریں۔

Slough Borough Council builds services that challenge and overcome all forms of discrimination, are responsive to all our communities needs and celebrate diversity.