



BEDFORD
BOROUGH COUNCIL

Returning you home safely

Bedford Hospital Social Work Team



Adults and Community Services

About us

The Bedford Borough Hospital Social Work Team is a team of Social Workers, Support Workers, Reablement Co-ordinator's and a Welfare Rights Advisor who are based at Bedford Hospital and provide services for patients who require help and support on discharge. Patients must reside in Bedford Borough.

Our aim

Our aim is to help you to go home as safely and independently as possible. In order to assess what support is required, the team will assess the needs of the patient and take into account the views of the medical team, other professionals and any other persons significant to you.

We will work with you to:

- Increase your independence
- Increase choice and control in your daily life
- Enable you to access other support services
- Improve your quality of life.

Services we provide

During the assessment we will explore all possibilities to try and help you return home.

Services we may provide to help you do this include:

- home care / reablement (personal care)
- transport home with the red cross
- day care
- extra care sheltered accommodation
- equipment (usually provided by our occupational therapy or nursing colleagues)

- meals at home
- assistance for carers
- rehabilitation services
- benefits advice

In some cases it may be unsafe for you to go home and in these circumstances we can consider residential or nursing respite care. When this happens and with your permission, the social workers will complete an assessment with Health colleagues and discuss the options with you and your family.

If you wish to contact the hospital social work team, the ward staff will generally do this on your behalf or you can call yourself on the hospital's internal extension **5396**. If your carer or family member wish to speak to us from home, we can also be contacted on **01234 792305**.

Eligibility and access

We can only help those whose independence is at the greatest risk if they do not receive a service from us. The assessment tells us who is eligible to receive services and helps us to give priority as fairly as we can to those in greatest need of support.

There is no charge for the assessment. The worker will discuss any costs relating to the service(s) you need with you and will arrange for an assessment of your financial circumstances. We can also assess whether there are any benefits that you are entitled to receive.

Safeguarding Adults

Abuse is mistreatment by any other person that violates your

human and civil rights. Bedford Borough Council is committed to safeguarding vulnerable adults from abuse (SOVA). If you are being abused or suspect that someone you know may be the victim of abuse contact Adults and Community Services on 01234 267422. Your concerns will be taken seriously and will receive prompt attention.

Having your say


We would like you to tell us how you think Bedford Borough Council's Adults and Community Services have worked for you and what you think of our services. Our staff will ask for your views throughout your contact with us.

To give us feedback on the service you have received, please speak to the manager or staff in the Hospital Social Work Team or write to us at the address on the back page.

Bedford Borough Council's Adults and Community Services on 01234 267422 are independently regulated by the Care Quality Commission (CQC). If you want to discuss our service(s) with them they can be contacted at:



 **03000 616161**

 **Care Quality Commission**
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

 **enquiries@cqc.org.uk**

Notes

Finding out more

If you would like further copies, a large-print copy or information about us and our services, please telephone or write to us at our address below.

Për Informacion

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برای اطلاع

Per Informazione

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Informacja

Za Informacije

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Contact The Bedford Hospital Social Work Team



01234 792305



Bedford Hospital Social Work Team

Bedford Hospital

South Wing

Kempston

Bedford

MK42 9DJ



care@bedford.gov.uk

General Enquiries



01234 267422



Adults and Community Services

Bedford Borough Council

Borough Hall

Cauldwell Street

Bedford

MK42 9AP



care@bedford.gov.uk

**Ask for leaflet
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