

## Participation

We value our patients and families participation in developing the services we provide, listening to what you have to say and taking the appropriate action as required.

If you wish to participate please visit the participation section within our website [www.accordhospice.org.uk](http://www.accordhospice.org.uk)

If you do not have access to the internet please request a leaflet.

## Suggestions, Comments & Complaints

If you have any suggestions, comments or complaints about how the service can be improved, please speak to a member of staff.

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

Jacki Smart  
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:

Edinburgh Office:  
Gyle Square  
1 South Gyle Crescent  
Edinburgh EH12 9EB  
0131 623 4300

Glasgow Office:  
Delta House  
50 West Nile Street  
Glasgow G1 2NP  
0141 225 6999

Email: [hcis.complaints@nhs.net](mailto:hcis.complaints@nhs.net)

[www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)

If required this leaflet is available in other languages & formats

## Social Worker



## Information for Patients & Relatives



## Social Work Services at ACCORD

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

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:-

- Provide social work advice, guidance and support on practical and financial matters
- Establish and identify supportive services within your own community
- Help to reduce social isolation and exclusion
- Liaise with other agencies eg housing
- Supporting you with your discharge planning if you are admitted to the hospice, to ensure agreed care is in place to support a return home or to another care service.

## 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.

## Hours Of Work

Monday	9.15am - 2.15pm
Tuesday	9.15am - 2.15pm
Wednesday	9.15am - 2.15pm
Thursday	9.15am - 2.15pm

## Contact details

Karen Palmer  
ACCORD Hospice  
Morton Avenue  
Paisley  
PA2 7BW

**Tel: 0141 581 2000**

