

- **Our aim is to:**

Promote your health and social well being of older people and their carers in the community.

- **Our Service:**

The service is available for frail older people, people with a mental illness aged over 65 (or those aged under 65 with a diagnosis of dementia) within the community or hospital settings. Our aim is to respond flexibly to the needs of older people and their carers in order to plan future care needs or assistance required .

- **The Social Worker Can Help You:**

- To live as independently as possible.
- To make decisions about your future care particularly if you need to consider sheltered housing, residential or nursing home care.
- In situations where you feel unable to do so yourself.

- **Our Services:**

People applying for a Residential/Nursing Home placement, a domiciliary care package can be offered a social work assessment however this may not be necessary in many cases.

- **Social Work support to Carers** –a social worker may complete or help someone in a significant caring role help a carer a Carers Assessment with the Carer's consent.

- **Adult Safeguarding:**

A social worker may become involved where there is concern about the potential abuse of a vulnerable older person. They will support the client and family and assist in completing a Protection Plan and liaison with other agencies.

- **Social Work Support** may be offered in the following complex situations:  
Family Conflict

Significant life changes i.e. change in health, loss of independence.

Loss of spouse / close family member, grief or adjusting to the loss of a loved one.

- **Social work support may be offered** to those clients and their carers awaiting a psychiatric assessment regarding possible diagnosis of dementia. We may also help beyond the diagnosis until the situation is stable or the person is referred to the specialist worker where necessary.

## **The Social Work Service offers:**

### **To the Service User:**

- Information and advice about community services / resources
- Comprehensive assessment of need
- Identification of goals
- Individual care plan, based on need
- Counselling and emotional support
- Family and carer support
- Protection from abuse
- Onward referral for other needs
- Advocacy

### **To Family and Carers:**

- Support
- Consultation
- Information and advice
- A separate carer's assessment

### **To Other Professionals:**

- Consultation
- Joint Working / Shared Care
- Education / Training

**Workers are based in the following offices. Please phone the office closest to your home:**

- **North Down Locality :**  
Bangor Administration Offices  
Newtownards Road  
Bangor, BT20 4LB  
Telephone: 028 91456 8521
- **Newtownards and the Peninsula Area:**  
Ards Hospital  
Church Street, Newtownards  
BT23 4AS  
Telephone: 028 9181 2661
- **Lisburn, Hillsborough and Dunmurry :**  
Lisburn Health Centre  
Linenhall Street  
Lisburn, BT28 1LU  
Telephone: 028 9266 5181
- **Downpatrick, Newcastle Ballynahinch**  
Community Services  
Pound Lane, Downpatrick  
BT30 6HY, Tel: 028 4461 3811  
Community Services  
Main Street, Ballynahinch  
BT24 8DN, Tel: 028 9756 5456

- **Ulster Hospital,**
- **Dundonald**  
Social Work Department  
Tel 028 90484511
- **Lagan Valley Hospital**  
Hillsborough Rd, Lisburn  
Tel 92665141
- **Downe Hospital**  
Ardglass Road  
Downpatrick  
BT30  
Tel 02844613311



**South Eastern Health  
and Social Care Trust**

## **OLDER PEOPLE'S SOCIAL WORK SERVICE**