

# Living well with Severn Hospice – Our social workers

Registered Charity 512394



**Severn  
Hospice**  
here and at home

## How we can help

Our social workers are specialists in the field of palliative care and are here to help patients, their families and those closest to them live with a palliative diagnosis.

Their skills and knowledge are part of the overall care the hospice provides and they work alongside other professions, agencies and organisations to ensure people get the support they need.

Our social workers work with families for as long as necessary, including specialist bereavement support.

As well as patients, social workers support their families and relatives, friends and carers.

## About the team

Each of the team is a qualified, experienced social worker, registered with Social Work England.

### They are:



Caroline  
Clegg



Diane  
Drummond



Jeff  
Dixon



Fiona  
Carr



Vienna  
Kalozeis-Hill

## What to expect

Understandably, living with a progressive illness and facing end of life creates so many questions and uncertainties.

Our social workers provide practical as well as emotional and psychological support to people staying on our wards, those being cared for at home, or people who are visiting us for day services.

The team's support works alongside our medical, nursing and therapy colleagues.

**It includes:**

Emotional and psychological support

Facing and making decisions

Communication within the family

Coping with loss and change

Helping children understand loss

Planning for the future

Information and advice about things like care at home and benefits

Liaising with others on your behalf

Groupwork

## **Confidentiality**

While you may be using different services across the hospice, you are within our overall care.

Our teams sometimes need to share information with other hospice colleagues to ensure your care continues to meet your overall needs.

Social workers will check when appropriate what they may or may not divulge to other hospice teams.

## **How to get in touch**

If you are a hospice patient, family member or friend of a hospice patient you can contact our social workers directly through our main telephone numbers.

Shrewsbury – 01743 236565

Telford – 01952 221350

You can ask any nurse, doctor or other member of the hospice team involved in your care to contact the team if you prefer.

## About Severn Hospice

Each year, more than 2,500 people living with the most heartbreaking news anyone can hear come to us for care.

Our specialist teams provide more than just expert clinical care for anyone living with an incurable illness in Shropshire, Telford & Wrekin and Mid Wales. Whether being cared for at home or in one of our wards, they also support a patient's physical, social, spiritual and psychological needs.

All this compassionate care and emotional support is provided totally free of charge, but it is not without cost.

Severn Hospice is a completely independent charity and has to raise £2 for every £3 it spends.

We are part of the healthcare network but we are not part of the NHS. All our services are funded through a combination of kind donations from local people, fundraising activities, our weekly lottery and community shops, gifts in people's wills and grants from the NHS.

**Anyone can support us and everyone who does is appreciated by the families we care for today and in the future. Ask your social worker for more ways you can help Severn Hospice. It is because you care that we can.**

**[severnhospice.org.uk](http://severnhospice.org.uk)**



**Shrewsbury**  
Bicton Heath SY3 8HS  
01743 236565



**Telford**  
Apley Castle TF1 6RH  
01952 221350



**Newtown**  
Back Lane, Powys SY16 2NH  
01686 623558