

**WHAT DOES MY
SOCIAL
WORKER/SOCIAL
CARE OFFICER DO?**



What do Hartlepool's Social Workers and Social Officers do?

Social Workers and social care officers help people who are going through some kind of crisis or difficulty in their lives. Our social workers and social care officers organise care and support for:

- older people (ages 65 or over)
- people with learning disabilities
- people with physical disabilities
- people who are having difficulty with their hearing or sight
- people with mental health problems
- young people and adults who care for relatives or friends

The difference between Social Workers and Social Care Officers

Social workers have a social work qualification, called the Diploma in Social Work. Social care officers do not have this qualification but often have many years' experience of social care.

A social care officer will provide the same service as a qualified social worker. They will be supervised by a qualified social worker or their team manager when working on a case.

Both social workers and social care officers receive ongoing training as part of their employment.

Before you get any support from adult social care you must have an assessment. A request for an assessment is called a referral. Social care teams get most of their referrals through the Early Intervention Team. Other services - such as the Occupational Therapy team - may also ask for a social care assessment for somebody they are working with.

After considering each worker's existing caseload, team managers allocate referrals to social workers or social care officers depending on the subject of the referral.

Once a social worker or social care officer receives a referral they will start to gather the information they need for their assessment. They will do this by meeting the person who the referral is about and by contacting other professionals - such as doctors or district nurses - if they need to. A social worker or social care officer will only talk to other professionals about your case if you give them permission to do so.


Your social worker or social care officer will work with you to help you fill in a self-directed assessment questionnaire (SDAQ). They will work with you to put together a support plan which gives you details of what will happen to help meet your needs. For example, you may agree that your social worker should arrange for a home carer to visit you each day to help you prepare meals, or you may choose to receive a personal budget so that you can arrange your own services.

Once you and your social worker or social care officer have agreed on your support plan they will help to get everything in place. They will then review your case periodically to make sure everything is going as it should be and that the things agreed in your support plan are meeting your needs.

HOW TO CONTACT THE SUPPORT HUB

If you, or someone you care for - or a relative or friend - is finding life a bit difficult at the moment and would like to talk about it, contact our Support Hub - [our gateway to information, advice, support and care.](#)

 Visit the Support Hub at **Community Hub Central**, York Road, TS26 9DE between 10am - 4pm Monday to Friday

 Call **01429 272905** between 8.30am - 5pm Monday - Thursday.
8.30am - 4.30pm on a Friday.

 Email helping@hartlepool.gov.uk

We will connect you to the things that will help you get on with your life.

If you are **worried about someone being abused or neglected**, or if you need **information or support with hospital discharge** please contact:

The Integrated Single Point of Access (iSPA)

You can contact the iSPA Monday - Thursday 8.30am - 5pm, Friday 8.30am - 4.30pm

 **01429 803100**

 ispa@hartlepool.gov.uk

 **07977709900 (Relay UK)**

How to get help if we are closed

If you need urgent help when our offices are closed, you can contact the **Emergency Duty Team** on **01642 524522**