

# Renal Welfare Rights Service at New Cross Hospital

Renal

## What is the Renal Welfare Rights Service?

Renal disease and its treatment and progression can disrupt the ability to work and earn a living for patients and carers. People with renal disease will often find that their income drops as their illness progresses.

The Renal Unit at New Cross Hospital funds a specialist Welfare Rights Officer to help patients and carers manage loss of income and any changes in circumstances so that all benefit entitlements are claimed.

The Renal Welfare Rights Service consists of one full-time specialist Welfare Rights Officer.

The Renal Welfare Rights Service is funded by New Cross Renal Unit and it is provided by staff from Wolverhampton City Council's Adult Social Care, Welfare Rights Service. It is a strictly confidential and independent service which aims to maximise income, promote independence and support the best interests of patients of New Cross Renal Unit and their carers.

## Who can use the Renal Welfare Rights Service?

Any Renal Unit patient who is currently receiving treatment from the Renal Service.

## How can I be referred to the Renal Welfare Rights Service?

Ask your key nurse, clinical specialist, or consultant to refer you. Patients can be referred at any stage:

- Initial diagnosis
- When starting or changing treatments
- After any negative benefit decision
- Significant deterioration in health
- Changes in personal or family circumstances

**The prevention of infection is a major priority in all healthcare and everyone has a part to play.**

- Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available
- If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111
- Keep the environment clean and tidy
- Let's work together to keep infections out of our hospitals and care homes.

- Changes in income or in employment status

## How can a Welfare Rights Officer help?

Once we have a referral from healthcare staff, the Renal Welfare Rights Service can provide:

- Telephone advice to you: for instance, for quick queries and guidance on starting a claim or 'what next' advice after you have received letters or decisions about benefits from the Department for Work and Pensions (DWP)
- Joint work with health professionals to identify useful backup evidence to support claims for disability and sickness benefits

## What can a Welfare Rights Officer help with?

- Advice and guidance on which benefits you or your carers could be eligible to claim
- Advice on how to boost your income if you or your partner are still in work
- Advice on how to boost your income if you are receiving sick pay from work
- Advice on how to meet your housing costs (rent, mortgage or council tax)
- Help with planning future income if you are facing redundancy or retirement on health grounds
- Help with complex claim forms such as disability-related benefits (Personal Independence Payment and Employment and Support Allowance)
- Help to challenge poor decisions or delays by the DWP and other benefit agencies
- Advocacy and representation at appeal tribunals to appeal decisions against benefit refusals

## Will my personal finances and circumstances be kept confidential?

Information discussed in your appointments with the Renal Welfare Rights Officer is confidential and will not be shared or disclosed to the Department for Work and Pensions (DWP) without your consent; it is sometimes helpful to share information with the Renal Team and this will be discussed with you.

The Renal Welfare Rights Service is part of the City Council's Adult Social Care Service and all case records will be held according to strict Social Care Services policy on recording and safeguarding information.

## English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

## Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

## Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

## Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

## Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

## Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。