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*Every Moment Matters...*



Medical Social  
Work Department



## OUR MISSION

The mission of Galway Hospice governed service, as partners with the Health Service Executive, is to support patients from counties Galway, Mayo and Roscommon with advanced diseases needing palliative care to attain the best quality of life possible.

## OUR VISION

Galway Hospice governed service will be an integral part of the community providing specialist palliative care by offering the right care with dignity and compassion to patients and families living with life-limiting illnesses when needed.

## Medical Social Work Department

The Medical Social Work Department support the psychological, emotional and social well-being of patients and their families impacted by illness. We recognise that each individual's experience of illness is different. The opportunity for you to link in with one of our team can make a difference.

We can support you, your family and friends to talk through thoughts and feelings about illness, life changes and anticipated loss. We can also offer support with emotional and practical issues you may be facing.

## How we can help

Medical Social Workers provide a support service for patients and their families who are under the care of the hospice services including daycare, the inpatient unit and community palliative care team.

Medical Social Workers play an important role in enhancing quality of life during difficult times. We work in partnership with you, your family and the Multidisciplinary Team and external agencies.

## What we do

Medical Social Workers help patients and their families to function as best they can and provide a safe, confidential and supportive environment to talk through any concerns or worries.

Living with a serious illness can affect every aspect of a patient's life and can cause stress for all involved. We promote the strengths and coping skills for you and your family to deal with the social, emotional and psychological impact of a serious illness.

We are aware that in some cases, family conflicts and differences of opinion can occur regarding a patient's care. We work in partnership with patients and their families to alleviate any further stress that may be experienced as a result of illness.

## Enhancing Communication

- Providing counselling support.
- Supporting children with the impact of illness.
- Facilitating family meetings with the Multidisciplinary Team including Doctors, Nurses, Occupational Therapy and Physiotherapy.
- Supporting patients, families with Keepsake and Memory work to reflect on their lives and engage in activities that may create special memories. This may include photo books, memory books, video recordings, writing for the future & Reminiscence Programmes.
- Supporting Carers to avail of a Carer Support Needs Assessment (CSNAT)
- Managing difficult conversations with family and friends, ensuring that your wishes are respected in all aspects of your care.
- We support you and your family to establish hopes and wishes for the future.
- Information & advice on practical issues such as benefits, community services and welfare entitlements.
- Future Care Planning including advocacy and liaising with other professionals and community services.

## RESOURCES

### Online Resources

[www.barnardos.ie](http://www.barnardos.ie)  
[www.childhoodbereavement.ie](http://www.childhoodbereavement.ie)  
[www.citizensinformation.ie](http://www.citizensinformation.ie)  
[www.hse.ie](http://www.hse.ie)  
[www.familycarers.ie](http://www.familycarers.ie)  
[www.hospicefoundation.ie](http://www.hospicefoundation.ie)  
[www.thinkahead.ie](http://www.thinkahead.ie)

### Useful Resources for Children

Let my Colors Out  
by Courtney Filigenzi

The Secret C  
Straight talking about cancer  
by Winston's Wish, UK

As Big as it Gets  
Supporting a child when someone  
in their family is seriously ill by  
Winston's Wish, UK.