

Useful Contacts

Kidney Care UK (KCUK)

Tel: 01420 541 424

www.kidneycareuk.org

National Kidney Federation

Kidney Patient's Helpline

Tel: 0800 169 0936

www.kidney.org

City of Edinburgh Council

General Tel: 0131 200 2000

Social Care Direct (Adult)

Tel: 0131 200 2324

www.edinburgh.gov.uk

Midlothian Council

Tel: 0131 270 7500

www.midlothian.gov.uk

East Lothian Council

Tel: 01620 827 827

www.eastlothian.gov.uk

West Lothian Council

Tel: 01506 280 000

www.westlothian.gov.uk

Scottish Borders Council

Tel: 0300 100 1800

www.scotborders.gov.uk

Age UK Advice Line

Tel: 0800 124 4222

www.ageuk.org.uk

Citizen's Advice Scotland

Tel: 0800 028 1456

Edinburgh Tel: 0131 510 5510

www.cas.org.uk

Advice Shop Edinburgh

Tel: 0131 200 2360

Care and Repair Edinburgh

Tel: 0131 337 1111

www.cre.scot

VOCAL Carer Information

Edinburgh Tel: 0808 196 6666

Midlothian Tel: 0131 663 6869

www.vocal.org.uk

Carers of East Lothian

Tel: 0131 665 0135

coel.org.uk

Renal Social Work Service

**Based in the Royal Infirmary of
Edinburgh**

**Information for Patients, Partners,
Families, and Carers**

Telephone: 0131 242 7866

What is a Renal Social Worker?

A Renal Social Worker is a qualified social worker who works in collaboration with other members of the renal multidisciplinary team. We can refer to community social work teams and various organisations as needed.

The Renal Social Work team can help with various issues arising from a new renal diagnosis and living with a long-term illness such as chronic kidney disease (CKD). We can provide information, advice, and assistance to all renal patients.

We understand that if someone has kidney failure it can affect everyone in the family in different ways and we are here to offer support to all family members and carers.

We can give advice and support on a range of personal, emotional, and practical matters.

How can Renal Social Work Service help you?

Below are some of the issues that you might be concerned about. We can help with:

Benefits	Finances	Family/carers support	Work issues
Housing	Legal issues	Help at home	Charitable grants

If you have a problem that is not on the list, we may still be able to help, or put you in touch with someone who can.

How can I contact the Renal Social Work Service?

The service is available to:

- Clinic outpatients
- Inpatients of the Royal Infirmary of Edinburgh
- Dialysis patients receiving treatment in a dialysis unit at St. John's Hospital, Borders General Hospital, Western General Hospital, and Royal Infirmary of Edinburgh
- Patients dialysing at home
- Patients awaiting transplantation or post-transplant
- Patients who have chosen conservative care.

If you would like to arrange to speak to a Renal Social Worker, you can access the service by speaking to a member of staff from your Renal or Dialysis Unit about making a referral for you.

Alternatively, you can refer yourself by contacting the RIE Renal Social Team directly by telephone: **0131 242 7866**. You can also contact our general email address at: renalsocialwork@edinburgh.gov.uk.

We are based at the Royal Infirmary of Edinburgh, but we support renal patients and their families across the Lothians and Scottish Borders. We can meet with people in outpatient clinics, on the ward, in the dialysis units, or at home.

The service is available from 8.30am to 5pm Monday to Thursday and from 8.30am to 3.55pm on Friday. Messages can be left at any time on our contact number above and a member of the team will get in touch with you.