

Useful Contacts

Health Services Executive

Free phone 1800 520 520
www.hse.ie
www.medicalcards.ie

Homeless Services

Accommodation
Free phone 1800 707 707

Supplementary Welfare Allowance

Free phone 1800 724 724

Samaritans

1850 60 90 90
www.samaritans.org

Citizens Information

Lo-call 1890 777 121
www.citizensinformation.ie

Dublin City Council

01 2222 222
www.dublincity.ie

Women's aid

Free phone 1800 341 900
www.womensaid.ie

Department of Social Protection

1890 500 000
www.welfare.ie

Mabs (money advise and budgeting service)

1890 283 438
www.mabs.ie

How can you contact us?

If you would like to see a medical social worker, you can ask a member of the medical, nursing or allied health professional team to refer you.

You or your family member can also contact us directly by phone or by calling to our department on level 2 of the hospital.

Where you can find us

Level 2, phase 1A

Opening hours

The department is open Monday to Friday from:

- 9am to 1pm, and
- 2pm to 4.30pm

Contact details

Telephone: (01) 803 2310 or (01) 803 2267

Fax: (01) 803 4786

E-mail: socialwork@mater.ie

Mater Misericordiae University Hospital



MEDICAL SOCIAL WORK DEPARTMENT

What is Social Work?

Social work is a profession devoted to helping people function the best they can in their environment. Social workers help clients deal not only with how they feel about a situation but also with what they can do about it. This can mean providing support directly or through another service. It also can mean working for change to improve social conditions.

Social Work in a Medical Setting

Medical social workers are social workers who support people who are in hospital. Their main role is to support patients and their families with any psychological, emotional, social or practical difficulties during their hospital stay.

This can mean working directly with patients and their families to help them deal with their feelings about a situation and advocating for them (speaking up for their best interests) to explore what can be done about it. Social workers help people function as best they can in their daily lives and provide a safe, confidential and supportive environment to talk through any concerns.

Social Work in the Mater Hospital

The Mater University Hospital has offered a social work service for over 50 years. There is a team of professionally qualified medical social workers in the hospital. Medical social workers work as part of the medical and surgical teams.

What difficulties can Social Workers help with?

Our social workers commonly help with the following difficulties:

- Homelessness
- Child safety and welfare
- Elder Abuse
- Self Harm
- Domestic violence
- Issues, concerns and feelings about an illness (i.e. cancer, HIV, heart disease etc).
- Stress, anger and depression
- Loss and bereavement
- Isolation and loneliness
- Addiction
- Issues related to sexual assault
- Crisis pregnancy
- Issues related to caring for a dependent relative
- Financial worries

What particular services does the Mater Hospital Medical Social Work Department provide?

- Support
- Individual and family counselling, for example for bereavement or medical diagnosis
- Information and help to plan for long-term care
- Education on coping with illness
- Practical information on health services
- Discharge planning and co-ordinating community services (preparing for a patient leaving hospital)
- Advocacy, for example dealing with State and voluntary services for patients and their families
- Referring onto appropriate community services/agencies

Our main goal is to work with patients to develop a plan to help them manage their own situation.