

# The role of a social worker in Care Homes Admissions: A resource for social workers



**BASW**

The professional association for  
social work and social workers

Thousands of older people move into care homes to live each year. It can be a positive choice and the right option at the right time. However, evidence points to a range of barriers to good decision making that can lead to older people moving into a care home when it is not right for them.

Ensuring that all admissions are the best choice is good for the individual (most of us want to be at home), good for the family (it preserves family resources for longer) and good for the state (it makes the best use of public money).

A care home admission is a significant life-change. The decision needs careful thought and the older person needs to be in control of what happens. Social workers' input can make a huge difference and needs to be prioritised in situations when a care home is being considered.

## Introduction

Approximately 124,000 older people go into care homes to live each year in England alone (ONS 2021 residents data divided by DHSC 2022 data on length of stay). They need legal guidance and practical and emotional support as they face this life-changing decision.

This guide highlights the expertise and input that social workers can bring to this situation.

At present, most older people do not get access to a social worker (Tanner et al 2023). The guide sets out why this matters and advocates for this to change so that older people have the advice and support they need when they are making major decisions.

- Social workers can use the guide to consider how they can support older people who are facing this significant transition.
- Organisations can use the guide to review the advice and support they give to older people, and prioritise social work input for those who need it most.

The British Association of Social Workers is the professional body for social work in the UK. We believe that:

**No older person should have to give up the place they call home because of social care needs without having access to professional advice and support from an experienced Named Social Worker.** (BASW 2024)

This document sets out the context for this policy, what a social worker offers and the impact they can have, and how older people can have access to social workers when they face the huge life change of a possible move to a care home.

*This guidance was created by the BASW Special Interest Group on Social Work and Ageing. It focuses on England but the messages and the Named Social Worker policy are relevant to the whole UK.*



## The context of care home admissions

### Care home admissions

As people live longer, the number of older people requiring social care and associated services, such as health and specialist accommodation, is increasing (ONS 2022). Many people are able to meet the challenges of later life by drawing on their personal, family or community resources. However, around a quarter need input from social care because of illness, disability or frailty. Often, older people, carers and families do not have the knowledge and expertise to navigate the social care system (SWOP 2025).



In 2024-25 1.3 million requests for social care in England came from older people (King's Fund 2026). Approximately 124,000 older people go into care homes to live each year in England alone (see above). Legal and practical advice is vital for older people facing the life-changing decision about giving up living at home to go into a care home, particularly if they have dementia. Statutory legal guidance (for example DHSC 2025) says that social workers have a central role in ensuring older people can access the advice and support they are legally entitled to.

Local authorities must assess any adult or unpaid carer, who may be in need of support, to identify their needs. If the person meets a national eligibility threshold, the local authority must arrange care and support to meet needs, for example help in the home or residential care. However, local authorities can take account of their resources in meeting needs so thresholds and waiting times vary between areas and countries ('the post code lottery') and over time. Care and support is means-tested so many of those who need care will pay towards it and may

arrange it themselves (ONS 2021b). For example, nearly half of older people (48.9%) in care homes in England are paying the full fee as they have savings above the threshold, and the majority of these self-funders (78.6%) are residents in care homes specialising in care for people with dementia (ONS 2022b).

Existing legal rights to assessment, information, advocacy and person-centred support need to be better implemented. In 2024, the Association of Directors of Adult Social Services survey asked Directors of Adult Social Care for the first time how they would rate their council's information, advice and advocacy provision for adult social care. At least a third of Directors characterised their local provision as at least average, if not poor (ADASS 2024).

Most older people who access social care will not see a social worker and when they do there is rarely long-term involvement. There are significantly more requests for help from older people than there are for children or younger adults, but proportionately fewer social workers (Nosowska et al 2023). This is ageist.

## Barriers

The major barriers for older people to making good decisions about care homes are:

- Older people who pay the full fee for a care home as they have savings above the threshold, or who decide to arrange this privately are a lower priority for advice from their local authority.
- Many people rely on family or friends to help them, and they may also not have much information or knowledge about how to navigate the system (SWOP 2025).
- Most people do not know that social workers provide legal advice to older people and protect their rights (Tanner et al 2023).
- Many older people have difficulties with decision making because of illnesses such as dementia.
- Some people are discharged from hospital into a temporary care placement that becomes permanent because advice and support is not available to help them get home (SWOP 2025b).
- The charity When I Get Old has identified that information about care can be limited to formal options which reduces the scope for people to plan creatively and leads to people thinking that a care home is the only real option (WIGO 2025).

There is minimal social work support for people when they move into a care home, particularly if they move from hospital. This is usually defined as a *task* ('placing' someone) rather than as a *process* that requires ongoing support to manage the emotional and practical dimensions of the transition for the older person and their family. Older people rarely have *consistent* access to the skills, oversight or support from a social worker once they move to a care home (SWOP 2025c).

## Impact

Lack of good advice leads to significant costs.

- Older people do not understand the funding landscape and social workers would help them to avoid unnecessary or inappropriate costs (Higgs et al 2018). An older person may give up their home when they do not have sufficient needs to require a move to a care home. Older people may be discharged from hospital into a care home without sufficient follow-up to ensure this is appropriate. It is estimated that 10% of self-funding care home residents would not be eligible for this level of care if they had local authority support (DHSC 2022).
- If older people run out of funds then the local authority has to fund their care. This can lead to local authorities picking up an unnecessarily large bill or to the older person having to move from what they expected to be their forever home because a less expensive option would meet their needs. Resolving these situations requires additional time, advice and support from a social worker.
- There are incidents of poor care in care homes (for example BBC 2024). Access to expert advice and input prior to moving to a care home would help older people and families have more say and control over the care they receive. Input from a social worker could also be supportive to care home staff. Excluding social workers from involvement with care home residents may contribute directly to failures to identify, minimise or respond to abuse (Manthorpe et al 2017).
- Older people and their families experience stress and worry when they do not have access to a named person for advice and say that local authority input is less effective when they have to change worker (Tanner et al 2023).



It is feasible to ensure advice from a social worker for all self-funding older people that are planning a care home admission.

In England, around 126000 care home residents are self-funders and the average stay is 27 months, so the number of self-funders going into care homes each year is approximately 56000.

Around 63% of those who go into care homes already have care and support, and are known to the local authority - this is 100% of state funded people which would mean that 28% of self funders would be known.

This leads to an estimate of **44000 or so additional self-funders who would need input each year**. To put this in context, this is only 3% of the number of requests for social care.

If 10% of these might go into a care home when this is not appropriate, then this would mean **4,400 people enabled to make a more appropriate choice**.

## **Example of lack of support**

Ellen was admitted to hospital unexpectedly one winter.

She had been managing just about at home for a while, though walking was getting more difficult. Her family lived the other end of the country and a neighbour looked in on her.

Ellen had tripped on the edge of a rug and the hospital found that she had broken her hip.

Ellen wanted to get back to her home and to the birds she fed every day and her garden. There was no home care available to support her and the hospital staff felt she needed more 'assessment' so she went into a care home. The idea was that someone would follow up soon and arrange the help she needed to get home.

Ellen had to pay for the care home but only from her savings and pension, so it was affordable.

Weeks went by.

Her family came up to see her a few times and phoned the local council. They reported that Ellen would be seen as soon as possible.

Months went by.

Eventually someone came out from the council. They met with Ellen and her family. The 'assessor' said that there was still no care available where Ellen lived but also advised that she had been in the care home for some time now and that it would be difficult to get back to living alone. Everyone was in agreement that Ellen had 'settled' and it would be better for her to stay.

Ellen felt that she had no choice but to agree. She signed the contract to start paying the full amount for the care and her family said they would look into selling her home to pay for it.

It wasn't that the care home wasn't a good place to be. But Ellen had never had the chance to say goodbye to the home she loved.

*This example is created from real-life experiences in the BASW Special Interest Group*

## What can a social worker offer?

### Social work expertise

Research (Tanner et al 2023) shows that social workers have a unique combination of expertise that makes a positive difference to the lives of older people and their families. Legal knowledge and practical knowledge of social care systems including funding is a central part of this. This goes hand-in-hand with a commitment to upholding rights and the ability to build therapeutic and reassuring relationships.

Often, older people face decisions about their home at times of crisis and the research shows that social workers' expertise is particularly valuable when people are struggling to stay in control of what happens, are overwhelmed or are experiencing life-changing situations such as a sudden admission to hospital. The same research shows that older people, carers, families and other professionals value social workers' knowledge of the law, commitment to

upholding their rights and advice on how to meet their needs. This can make a vital difference to the outcomes for older people and their families.

In the Care Act 2014 ways of meeting needs includes "counselling and other types of social work" (8 (1) (c)). This means that social workers can be part of a care and support plan during a period of life-change as a resource to meet emotional, psychological and relationship needs. For example, a social worker could work closely with an older person, their family and the network of professionals supporting them to understand the best option for the older person, to create a consensus and to manage the emotional impact of the change. (Milne 2024)

*"The social worker...was key in making sure that the conversation stayed firmly all about the patient... They were the person that was in charge of it all, if you like."* (Hospital Discharge co-ordinator in Tanner et al 2023)





There are some specific situations in which older people, who are considering a move to a care home, may particularly need support from a social worker:

- When there is a plan for someone to temporarily stay in a care home after hospital – if this happens without input and planned follow-up, then the person can end up in care by default
- When the person has to pay for their own care and therefore is expected to arrange this – many people struggle to get advice and help to make a good decision, and can end up in a care home when they don't need this level of support
- When the person is struggling to have a voice or be in charge of decision making, particularly if their wishes conflict with other people's views.

### Support for a care home admission

Key support that social workers can offer are:

- Assessment of needs and identification of holistic support in a care home, including meeting wellbeing areas of control, relationships, participation and contribution.
- Rights and choices of the older person, including applying the Mental Capacity Act if the person may not be able to make a decision.
- Advice and support to seek good quality, appropriate care.
- Managing risk and addressing any concerns about harm.
- Emotional and therapeutic support for the transition including the loss of other elements of the person's life.
- Managing conflict, competing wishes or needs.
- Advice and support to the carer and family.
- Advice to the older person and their network on practicalities, for example finances and decision making such as Lasting Power of Attorney.
- NHS Continuing Health Care Funding and the Decision Support Tool if this is being applied for.

## Example of support for an admission

Wilson had been living alone in his flat with support from his daughter Grace. Gradually, Wilson started experiencing more and more problems with thinking and remembering. Alongside this, Wilson had some falls and short admissions to hospital.

Over time, Wilson had more help at home both from care workers and from his family. He was happy to see his daughter and grandchildren, to chat and to do as prompted by others. However, left to himself, Wilson didn't remember to do things like eat or drink. Eventually, it got to a point where Wilson found it impossible to stand without help.

A social worker from the local authority, Wes, met with Wilson and Grace at home. He spoke with the GP, community nurse and his occupational therapy colleague. Wes put together a picture of what Wilson needed and of the benefits and risks of staying at home or of moving to a care home.

Wes identified that Wilson didn't have the capacity to weigh up the information and make a decision about the care he needed. So Grace made it on his behalf using her Lasting Power of Attorney. Wilson's feelings about what sort of home he wanted and the things and people that mattered to him were central to conversations. His views were asked for and understood as far as possible. Grace found Wes's input vital and said 'he gave me all the information.'

A potential room in a care home was identified by Grace and Wilson went to visit. This went quite well and so plans were made for Wilson to move. Wes coordinated the move with Grace. This included the essential elements of ensuring the care home staff knew what mattered to Wilson and setting up his room as he would like it. Also, getting appropriate funding from the local authority as Wilson couldn't pay the full amount (though he would be paying significantly towards the cost).

After Wilson moved, Wes went to see him and review how things were going. He said 'I need to see for myself that it is working.'

*This example is based on real-life examples in the Social Work with Older People research project*

## Support to remain at home

The support that a social worker can offer to remain at home stems from the same key capabilities of relationship building, holistic assessment, rights-based work, risk management, emotional and therapeutic support, managing conflict and advice provision, including about good quality care that meets the person's needs and preferences.

There are particular elements that social workers offer that make it more possible for someone to remain at home:

- The knowledge to uphold people's rights to make a decision or for a decision to be in their best interests, drawing on their previously expressed wishes, if they lack capacity to make it.

- The skill to build relationships with others and advocate for the older person's wishes.
- The ethical stance of upholding the person's right to have choice and control.
- The system knowledge, relationships, practical experience and coordination skills that allow a network of support to be built around the older person that uniquely meets their needs. (Tanner et al 2023)

There is a particular issue that has been identified by When I Get Old of a lack of options for people in later life with home care and care homes the main provision (WIGO 2025). Social workers can work creatively and flexibly and this is an opportunity in the role. This includes social workers providing social work as a service in its own right to support people therapeutically so that they can thrive at home.



## **Example of support to remain at home**

Yvonne had been quite active and independent until she fell badly in her conservatory.

After several days at home and in severe pain, she was admitted to an acute hospital with a fractured vertebra.

Yvonne spent 9 weeks in the hospital and then was transferred to the community hospital where she met Bernice the social worker.

Bernice arranged a meeting with Yvonne, her family and NHS colleagues to discuss Yvonne's options for future care and wellbeing.

Bernice ensured that Yvonne could engage in the meeting, and drew on her experience and knowledge to put Yvonne and her family at ease.

Yvonne wanted to go back home and Bernice worked with her to identify how that would be possible.

As Bernice supported the family with plans, Yvonne's daughter said they developed 'faith in her.'

Bernice identified Yvonne's ongoing needs, the support she required, and then how this would be funded by the local authority and Yvonne.

She also coordinated the health equipment, furniture and medication that Yvonne would need.

As Bernice was based in the hospital, she was able to keep the family updated when they visited.

It took a while, but Yvonne got home with support from home care workers.

Bernice called to check how things were and visited after a month to ensure that the care was appropriate and dignified. She talked to Yvonne and the care staff to make sure that things were arranged so Yvonne was able to call her family, watch TV and do her crafting when she wanted to.

*This example is based on a real-life example in the Social Work with Older People research project*

## Support for social workers to undertake this work

Enablers to good practice are:

- Individual - Practitioners' commitment to their job and to professional development.
- Collegiate - Practitioners at all levels of the organisation offering help to and seeking support from one another.
- Organisational - Leaders and managers valuing the role of practitioners and enabling them to work relationally.
- Multi-agency - Professionals across different services building relationships that enable coordinated, effective work (Tanner et al 2023).

To realise the potential of social work input for people facing care home admission, the following are needed:

- Policy – Recognition of the unique combination of expertise that social workers have
- Public – Information to older people, carers and families about what social workers offer
- Multi-agency – training and information for other agencies about social work's role
- Organisational – Prioritising the input of social workers during this key life-change
- Systemic - Set up systems so that older people have ongoing input from the same named social worker when facing admission to a care home
- Support – retain social workers through providing good support
- Education – Include this area of practice in education and continuing professional development.

(Nosowska et al 2023)

**"Don't they deserve that really?"**

How social workers can best support older people

Policy Briefing



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Effective Practice

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The professional association for social work and social workers



## The Named Social Worker policy

BASW has agreed a UK wide policy that:

**No older person should have to give up the place they call home because of social care needs without having access to professional advice and support from an experienced Named Social Worker.** (BASW 2024)

Older people facing the possibility of going into a care home and having to give up their home (whether they own it or not) should have access to an *experienced Named Social Worker*, who has the professional qualification. This qualification includes social care law relating to entitlements, human rights and mental capacity.

Access to professional input from a social worker can help people stay at home safely for longer, and ensure that their precious income and savings are used to best effect.

This builds on existing best practice and statutory guidance, so is not a major change. However, it gives older people clarity about what they can expect. It creates parity with working-age adults where the importance of a Named Social Worker has already been recognised and found to be effective, for example by the Department of Health and Social Care (King and Romeo 2022).

*“The social worker knows all the information about mental capacity. They know patients’ rights. They know what people are entitled to. And they fight for that every single time.”* (Voluntary sector representative in Tanner et al 2023).

**Older people who are eligible for state funding** to move into alternative accommodation such as a care home will already have a local authority assessment and advice in order to access the funding.

However, this may not be from a social worker.

- There should be a Named Social Worker for older people in this situation, who can provide advice either to them or to other social care practitioners.
- If an older person is being assessed for discharge from hospital and a care home is being recommended, a social worker should take a lead or provide support to the worker who is planning the discharge.

**Older people, who meet national criteria to pay for their own care**, are entitled to an assessment and advice from the local authority but may not receive this (NIHR 2021). Statutory Guidance on social care law (DHSC 2025) highlights the importance of social work advice in complex situations (3.34), complex assessments (6.7) and person-centred planning (10.35).

- Additional work is needed by local authorities to ensure that self-funders are aware they are entitled to advice and assessment, and for social workers to be available to provide this.

- Where there is conflict or the person is at risk of not being in control of what happens, the input of a social worker should be prioritised.
- Self-funders should be made aware they are entitled to advice and assessment, and receive this from a social worker where possible.

Having a Named Social Worker for advice does not necessarily mean that the social worker provides all of the input to that person. The social worker could act as a named mentor to another member of staff and provide proportionate input. Statutory Guidance on social care law (DHSC 2025) says that social workers have a central role in providing advice to other staff.

Recent research found that social workers only spend 17% of their time in direct work with older people. There are ways of freeing up their time including reducing bureaucracy and improving IT systems (Nosowska et al 2024). This would enable them to prioritise providing direct input to older people and advising other practitioners.



## Examples

### Named worker

Walsall has just completed an Impact Project <https://impact.bham.ac.uk/delivery-models/demonstrators/social-work-with-older-people/> that aimed to identify practice changes which would:

- Benefit people, families and communities
- Build on existing good practice
- Enable social care practice to be more fulfilling for practitioners.

A group of experts by experience, practitioners and managers worked together as a co-production group to identify what would help people to have a better experience.

- People said that they wanted to have the same worker as much as possible, rather than having a different person each time.
- They also wanted support for carers to be more joined-up with support for people with care needs.

The locality teams will therefore be implementing a change in practice that includes a named worker, and joining up needs and carer assessments.

Experts by experience said that:

- It would be less confusing and they would repeat themselves less
- They could get to know each other
- They would have a point of contact for help and more straightforward communication
- Help would be easier to access, more timely and more effective.

These changes should enable more rewarding practice for workers because they will be able to respond better and work in a relationship-based way. Practitioners in a locality team – social workers and social care facilitators – will have a group of people that they respond to in a particular area. When one of those people contacts adult social care, they can ask for their named worker. If at all possible, they will speak to that person rather than a different worker each time.

The named worker will not be working intensively with everyone at once. Instead they will manage a range of work across the group of people. Where a social care facilitator or Newly Qualified Social Worker is the named practitioner and a specific social work need arises, a social worker could take a lead, co-work or provide advice.

This allows for a social worker to be involved if there is a situation of *high complexity, where the older person's voice is likely not to be heard and their rights are likely not to be upheld*. This could relate to a care home admission.

## Care Confidence

Care Confidence <https://www.careconfidence.org.uk/> is a web-based aid created by university researchers with help from members of the public and professionals. It is designed to help people feel better prepared to make decisions about paying for social care. It is aimed to be used by older people and also their carers and families.



Care Confidence is designed to help people think through different care options and their possible costs, and about how to pay for care. There are different ways in which social workers can support older people, carers and families to use Care Confidence. These range from signposting them to the website, to enabling them to access it, to working through the aid with the person.

Social workers also find the tool gives them confidence in having conversations about money and paying for care. It can help to structure information about financial guidance and advice. There is a short film for staff on how to use Care Confidence available on the University of York website <https://www.york.ac.uk/business-society/research/spsw/care-confidence-in-action/care-confidence-training-resources>.

**Care Confidence...**  
**to get the right support**

**Care Confidence**  
**careconfidence.org.uk**

## Independent social work

In some parts of the country there is access to independent social work. When I Get Old has identified the potential for this to support people to plan ahead and to ensure that self-funders get good advice and support when they are setting up their own care.

Independent social workers can provide the relational support that advises on, coordinates and/or ensures delivery of care and support. They can work with a network of providers and organisations such as physiotherapists, financial advisors, wellbeing groups, third sector organisations and care or support providers.



Since help is not reliably provided by the state, enabling people to access it privately could help to relieve pressures on local authorities, avoid waits and act as a catalyst for better options to be imagined and co-created.

An example of independent social work is  
FindGoodCare  
<https://findgoodcare.com/>

After 30 years spent within adult health and social care, working through to senior management level, one social worker was motivated to set up a practice to find, oversee and manage care at home, while caring for her 90+ year old parents and knowing the considerable strain our National Health Service and our Councils are under.

Find Good Care offers a range of practice for those who want to be enabled to make the right decisions about their care. This includes:

- Devise a Care Plan and Care Search to Guide Your Choices
- Initial Planning and Setting Up of Care
- Regular Contact and Visit
- Liaison with Specialists and Referrals to Professionals
- Keep Your Loved One or Attorney Informed
- Quality Assure and Review the Care.

## Conclusion

Going into a care home is a significant life-change. It can be a positive choice, however the decision needs careful thought.

If an older person needs to make a decision about care home admission, they should be able to access input from a social worker.

Research points to the need for:

- **Awareness of the importance of social work** for older people facing this life-change.
- For **social work input to people in this situation to be prioritised**.
- In the longer term, for **sufficient social workers** to be able to support people in later life.

We hope this guidance will enable action:

- **Social workers, students and educators** – Advocate for and get involved in this specialism within social work.
- **Leaders** – Review the advice and support you give to people at risk of losing the place they call home, and prioritise social work input for those who need it most.
- **Policy makers** – Recognise the importance of Named Social Worker input for people most at risk of giving up the place they call home without good advice and support.

We also need to let older people and those who support them know about the value of social work input when a care home admission is being considered:



**Older people, carers and families** – Ask to speak to a social worker when you are concerned that someone might lose the place they call home without good advice and support. (See Appendix)

**Advocacy and advice organisations** – Help ensure that older people, carers and families get good advice and support from a suitably qualified person.

– Be aware that older people, carers and families benefit from social work advice and support when they are considering a move from their home.

**Care homes** – Be aware that older people, carers and families need to have had good advice and support from a suitably qualified person before a move from their home.

## Poem: Name please

Each year there's 126,000 older people like me,  
Needing someone to advise on my next move,  
A care home perhaps or to remain rooted here it might  
be,  
Legal Complexity stalks the choice, that someone has  
much to prove.

For starters, what do you know and what's your name?  
A trusted confidant is my need, the same, named social  
worker fits the bill,  
Younger adults get one, why not the elderly, is ageism in  
the frame?  
Cost considerations are perplexing, to stay put, often the  
least costly pill.

Now BASW are seeking to make change a mission,  
Addressing what needs to be fixed in the older person's  
social care,  
By making assessment commonplace, the right position,  
And reminding us statute allows for social justice, for all,  
to be fair.

The Lobbying group has set up its practice,  
Producing a briefing paper to inform the campaign,  
Raising awareness of harrowing examples of social  
injustice,  
Fuelling the named social worker policy aim.

*Graham  
November 2024.*

*Graham is an 84 year old person with lived experience, a member of the BASW  
Special Interest Group, 'Social Work and Ageing'.*

## Appendix

### Information for older people and those who support them

*This can be shared with older people, carers and families to support them to think about the input they may need from a social worker.*

### Thinking about a care home? How a social worker can help

Approximately 124,000 older people go into care homes to live each year in England alone. This is a significant life-change. It can be a positive choice, however the decision needs careful thought.

### It is your decision and what happens needs to be right for you.

In order to stay in charge of the decision, you might need some extra support. Some of the reasons for this are:

- Most people do not know what they are entitled to from the state or how to arrange things
- Many people rely on family or friends to help them, and they may not have much information
- Some people have difficulties with decision making because of illnesses such as dementia
- Some people go into a care home temporarily from hospital and then are not sure how to get back home
- Many older people who go into care homes do not qualify for financial help from the state and therefore they might be a lower priority for advice from their local council.

The British Association of Social Workers is the professional body for social work in the UK. We believe that:

No older person should have to give up the place they call home because of social care needs without having access to **professional advice and support from an experienced Named Social Worker**.

A social worker has a professional qualification that includes the law. They are

experienced in working with people to find out what matters to them. They can provide objective advice about your entitlements, funding, options and processes. They can assess risk and help you remain at home where possible. They can help ensure that your wishes are heard and that the best option for you is arranged. Above all, they respect you and work to promote your rights.

If you are concerned that a decision about a care home is being taken out of your or your family's hands, ask for input from a social worker.



- If you are dealing with the local council or the NHS, they will know how to access social work support.
- You can contact your local council's adult social care service or your GP and ask them to refer you to a social worker.
- If you are arranging care and support on your own, you can see if there is an independent social worker that you can directly contract to help you.

*(see Template letter below)*

Some important things for you to think about are:

- Where do you want to live? What sort of home do you want?
- What help do you need day-to-day, for example with personal care, to move around, to keep doing activities that you love?
- Who is important to you? Who do you want to ensure that you see?
- What matters to you? What do you like doing?

Watch the animation about How can a



## Template letter

*This can be given to older people, carers and families to support them to ask for social work input. A request can then be raised with a local authority, GP or hospital.*

*It can be adapted to be written about someone else.*

Dear (Name of organisation)

I am writing to request an assessment of my needs by a social worker.

Under the Care Act 2014, I am entitled to a needs assessment as I may be in need of care and support from the local authority.

I am asking specifically for a social worker to be involved in that assessment.

This is because I am being advised that I may need admission to a care home. This is a life-changing decision that I need expert support with.

I am worried that my legal entitlements, including right to private and family life and to have choice and control over decisions may be affected. This is a complex and difficult situation for me.

I am asking for social work input as social workers have a professional qualification that includes the law and because the Care Act statutory guidance highlights the importance of social work advice in complex situations (3.34), complex assessments (6.7) and person-centred planning (10.35).

I would be grateful if you contact me as soon as possible on [give phone number if appropriate] to arrange the assessment.

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