

Counselling service



Content

What counselling support is available at St Catherine's



We recognise that during a serious illness there may be times when you feel that you would like to share your feelings with someone else who is not a close friend or family member. Our team of counsellors respond to individual needs and seek to support patients, families and carers in the most appropriate way, at the most appropriate time.

Support from the counselling team is available from the time someone is referred to St Catherine's Hospice until 5 years after bereavement.*

**exceptions are made for those under 18 at time of bereavement.*

"I had no idea what to expect from my counselling sessions but the counsellor's in-depth, perceptive questions enabled me to look inside myself and understand what was going on."

What does counselling do?

Counselling works by giving you the chance to be heard. Your counsellor will give you time to talk, cry, shout or just think. It is an opportunity to look at a problem in a different way with someone who will respect and explore your opinions and decisions with you.



What happens during a counselling session?

When we arrange to see you on an individual basis we will talk through any of the issues or experiences that are giving you concern. Every counsellor has their own style and way of working but broadly speaking the counsellor will help you to work through the following three steps:

Exploring your experiences - the nature of your problems and what impact they are having on you. The history of how your problems arose and what changes you'd like to see.

Understanding your experiences - why you are struggling with these problems and what may be preventing you from overcoming them.

Working with your experiences - finding the strength and resources to resolve your difficulties, or at least make them more bearable.

Initially we offer six sessions at the hospice. We will try to make alternative arrangements if you are unable to get to the hospice through illness or disability.

Do you offer any counselling for children or young adults?

Yes. We have staff and volunteers who have undertaken specific training to work with children and young people and we can see them either on their own or with other family members. We also work with parents and carers to help them support their children and offer support and advice to staff in schools.





Is counselling confidential?

Your sessions are confidential within certain limits. All members of our Patient and Family Support Team (PFST) and volunteers have regular clinical supervision to ensure the quality of their work with you. The discussions remain confidential to those attending. As the PFST is an integral part of the wider hospice team, there may be times when it feels appropriate to share information with the multi-disciplinary team. Please let us know if you have any concerns about this and we can discuss it further with you.

Anyone under the care of the hospice has their general details kept on our computer database, which is available to all clinical staff. Counselling notes remain confidential within the counselling team and are password protected on our system. For patients only, a brief overview of each session is accessible to the wider hospice clinical team. Under St Catherine's policies and procedures, the notes can only be accessed by the team members involved in the care of the patient. Please discuss this with us if you have any concerns.

With your agreement, we will send a letter to your GP advising that we are providing you with support.

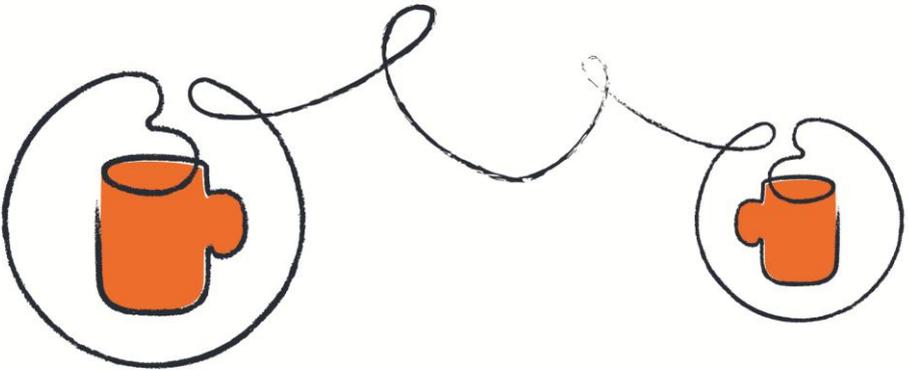




How can I contact the counselling team?

You can telephone directly on **01293 447343** at any time. Initial calls will usually be handled by one of the Patient and Family Support Team Administrators who can make an appointment for you to be assessed by a member of the team. If you call when the line is busy or out of hours, you will be automatically diverted to our confidential voicemail facility. Please leave a message so that we may return your call.

You can also contact the counselling team by speaking to any other member of hospice staff.





Do I have to pay for emotional support at St Catherine's Hospice?

No. All hospice services are free to you.

How do I know you provide a quality service?

We monitor and evaluate our services using audit and feedback questionnaires. The results are available on request and we always welcome additional feedback to help improve our service.

What should I do if things go wrong or if I want to make a complaint?

If you have any concerns about the support offered, or if you are concerned that your Volunteer Counsellor / Support Visitor/Spiritual Care advisor or member of staff has behaved unethically or unprofessionally and you cannot speak with them about it, please contact:

Jane Abbott

janeabbott@stch.org.uk

Head of Quality and Data Protection

01293 447333

You can also write to Jane at:
**St Catherine's Hospice,
Malthouse Road,
Crawley, RH10 6BH.**

If this response is not satisfactory then please write to the
Chief Executive, Giles Tomsett
at the same address.

Finally, if you are still not satisfied, you can write to the
Care Quality Commission
Finsbury Tower,
103 - 105 Bunhill Row,
London, EC1Y 8TG.

enquiries@cqc.org.uk
03000 616 161

A complaint against a counsellor can also be registered with the British Association for Counselling and Psychotherapy (BACP).



We hope that this answers some of the questions you may have about the Patient and Family Support Team and that your sessions are helpful. If you have any questions about the service, please don't hesitate to get in touch on **01293 447343**

There are other local and national organisations who can also offer support. The details can be found on our website:

www.stch.org.uk/our-services/bereavement-support/helpful-organisations/

A printed copy of this website page or further copies of this leaflet are available by calling the Patient and Family Support Team on **01293 447343**.



This V3 leaflet was published by St Catherine's Hospice in July 2019 and will be reviewed every two years.

If it would be helpful to have this leaflet in another format or language please call the main hospice switchboard on 01293 447333.

St Catherine's Hospice,
Malthouse Road, Crawley,
West Sussex, RH10 6BH

01293 447333

www.stch.org.uk

 **St Catherine's Hospice Crawley**
 **@stchospice**

Registered as a Charity no. 281362