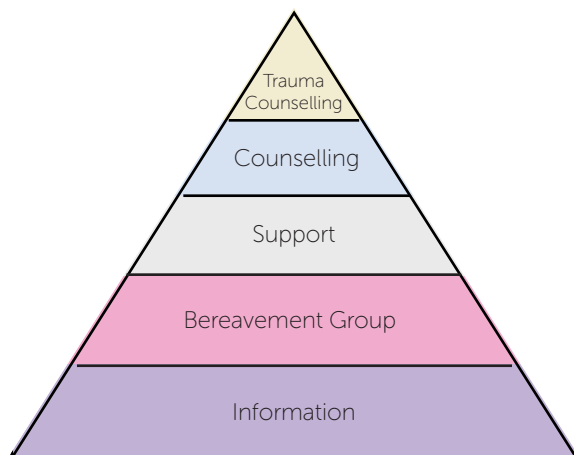


## Counselling and bereavement support

This service helps support individuals in coping with the emotional impact of their situation. We can provide counselling or support to family and friends of all ages who are affected by the life-limiting condition of someone important to them.

This service works with people before and after bereavement depending on what the individual's needs are. The model below highlights the range of interventions and services that are available to individuals, children, teenagers and families.



**Information** about what we provide can be accessed from the hospice website and our leaflet. We also offer support through the Bereavement Café which runs twice monthly on Tuesday mornings.

**Bereavement Group** is a closed group which runs for two hours over a period of eight weeks. The participants have an opportunity to learn about the stages of grief and how it affects their lives.

**Support** - Sometimes people need to access support to help them through their grief. We can provide 1:1 face support or telephone support. The time frame of this could be weekly or fortnightly.

**Counselling** is a more focussed intervention that seeks to empower and help to explore the experience of bereavement and losses in people's lives and find meaning in their responses to what has happened.

**Trauma Counselling** - Complex or Traumatic Grief Counselling is offered to people who have been mourning for a long time without any progress. It's called "complicated grief" or "unresolved grief."

## How to refer

If an individual is not currently known to the hospice but would like to make a referral to counselling and bereavement support this can be done through our Triage Team by contacting 01292 269200.

### Patient and Family Support Services are based at:

Ayrshire Hospice  
35 Racecourse Road  
Ayr,  
Ayrshire,  
KA7 2TG

For further information you can contact Patient and Family Support Services on **01292 269200**.

Email enquiries can be sent to:

**AA-UHB.AyrshireHospiceReferral@nhs.net**

Alternatively you can also visit our website

**[www.ayrshirehospice.org](http://www.ayrshirehospice.org)**

For copies please contact **01292 269200** or download them from our website.

This leaflet can be made available in audio format, large print and other languages on request.



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[www.ayrshirehospice.org](http://www.ayrshirehospice.org)

**Ayrshire  
Hospice**  
Making today matter

# Patient and Family Support Services



**Patient and Family Support Services** offer practical, emotional and spiritual support to individuals and their families who are living with life-limiting illness and experiencing death or bereavement. The team consists of social work, pastoral care, counselling and bereavement support. The service provides positive and practical ways for families to draw on their own strengths at difficult times. The team offer ongoing support, pre and post bereavement, to ensure that families have continuity of care when help is needed.

"When I was at my lowest point and totally lost and vulnerable, your support built me back up and made me stronger. Thank you for giving me the techniques to cope and for helping restore my confidence to face life and new challenges. I am eternally grateful. and looking forward to this new chapter".

Family member

"These members of staff are, to me, the unsung heroes of the hospice. They give of themselves on a daily basis to patients and their relatives and friends and I regard it a real privilege to be a volunteer within this team."

Averil Oldfield, Bereavement Support volunteer



## Social work

Social work is one of the key components in supporting patients and their family members through what can be a very difficult stage of life. Whether it's coming to terms with a cancer diagnosis or any other life-limiting illness, the support is available directly in the in-patient unit or Solas Day Services. Working as part of a multi-disciplinary team, social worker carries out the role and function in a holistic way, providing a clear assessment of individual needs. The social work team ensures that the services and interventions take into account all aspects of life, providing the right form of support for patients and their families, whatever that means for them.

Hospice social work aims to achieve four objectives: to evaluate, to educate, to advocate and to participate.

Examples of social work support include:

- Planning and organising agreed care plans including care at home
- Financial guidance to maximise income, manage debt or access benefits
- Determining and evaluating risk
- Knowledge and understanding of legislation
- Providing therapeutic support to articulate and address individual needs, wishes and fears.
- Help to access legal advice regarding Wills, Power of Attorney and advance directives
- Assisting with housing issues
- Liaising with schools to ensure children of patients are fully supported
- Advocating on behalf of an individual or their family
- Working in partnership with pastoral care around funeral planning.



## Pastoral care

The provision of emotional, spiritual and religious support for patients and their families is an important part of the holistic care offered in the hospice. Finding a sense of meaning, hope and purpose can be a comfort, particularly during difficult times.

Our Chaplain is available to listen and support through offering:

- **Pastoral care** - it can be described as emotional and spiritual care, supporting patients and their families in their pain and loss as well as their triumphs and joys. Illness can cause many people to have deep questions about what is happening to them and they can often benefit from talking to someone to try and make some sense of it. The Chaplain is able to listen, support and offer helpful techniques when appropriate.

Thinking ahead can often be a daunting prospect and can cause lots of different emotions. Alongside the social work team, the Chaplain is able to support and help practically, particularly around the area of funeral planning.



- **Religious care** - faith and religion can be a huge support for patients and their families. The Chaplain can act as a link person between community faith leaders as well as provide religious observance, prayer and ceremonies. The hospice has the Garden Room which can be a place for patients and families to use for silence, prayer or reflection and the Chaplain can help facilitate with this.

