

# Psychological Support Services



- Counselling
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**St Raphael's**  
Your Local Hospice





# Counselling

## What is Counselling?

Counselling and Psychotherapy are 'talking therapies' - processes that involve exploring feelings, beliefs, thoughts and events - in a structured and supportive way and with someone who is trained to do it safely.

Counselling in palliative care is perhaps best explained as "skilled consultation between professional and patient / relative in which each draws on the expertise and the knowledge of the other in order to assist the patient / relative with any physical, psychosocial or spiritual issues he / she / they would like to explore."

Counselling helps patients to cope emotionally with serious illness and the upset felt by their loved ones pre and post bereavement. The emphasis is on developing coping strategies.

## **What Counselling can help with**

Counselling has helped many people deal with emotional and mental distress:

- Anxiety or an inability to cope or concentrate
- Inability to deal with stress or recover from stressful situations
- Feelings of depression, sadness, grief or emptiness
- Extreme mood swings
- Difficulty making or sustaining relationships; especially in the context of illness and a life-limiting diagnosis
- Difficulties in coming to terms with losses such as bereavement, loss of employment, independence and mobility
- Low self-esteem and self-worth
- Panic attacks and feeling overwhelmed
- Attitudes towards illness and mortality

(This list is not exhaustible)

# What do Counsellors do?

- Offer an opportunity to think and talk about yourself and your concerns in a way that you often can't do with family and friends
- Offer a place and time that is just for you to talk about the things that bother you
- Listen to the way you feel and how this affects you and others
- Accept the way you are without judging you
- Help you to make the changes that you would like to happen
- Work hard to create a good therapeutic relationship with you so that you can work well together
- Understand that it is not always easy to talk about problems and to express feelings
- Work with you towards improving your wellbeing

## **Counselling that we provide**

Counselling sessions are delivered face-to-face from our bright, welcoming and comfortable therapy rooms on site, in patient's homes, on the Inpatient Unit (IPU) and also via video chat and on the telephone.

We offer between 6 and 12 sessions, however where further sessions would be beneficial this can be discussed on an individual basis.

We can offer 1:1 Counselling, Couples Therapy, Family Therapy as well as help with practical and financial problems that can arise when someone is ill.

Our Counselling Team is available to speak with you when you feel the time is right for you.

Simply get in touch to talk informally about your options or to book an appointment.

Psychological Support is available to all patients referred to the Hospice, their carers, friends and family members.

## Confidentiality

What you talk about in your counselling sessions is confidential. However, there are certain circumstances when the counsellor may need to talk to another professional - if there appears to be a serious risk of harm to you or to others. This is usually done with the client's permission and these circumstances are explained in advance, at the beginning of the counselling contract.

*“ With the help of St Raphael’s Hospice, I was able to give my Mum, Kate, a good death. I was also very grateful to receive bereavement counselling two years later, provided free of charge by the Hospice.”*

Loving Daughter, Jo



# Spiritual Care

Spiritual Care is essential to the holistic approach of looking after the whole person - mind, body and soul.

The Chaplaincy Service is available to all patients, family members, carers and friends - of any faith, those with no faith, and those who are unsure what they believe. We seek to be here as a supportive presence and in the way that is right for you.

Chaplaincy can offer pastoral and spiritual support which may include:

- A sympathetic ear for you to express your worries or concerns.
- Space to talk about your life story and hear what is important to you at this time.
- A quiet time of prayer and / or a sacramental ministry at the bedside in our Inpatient Unit.
- Contact with specific faith representatives at your request.
- Support if you wish to practice your faith or spiritual tradition.

Our prayer space is open 24hrs a day providing a quiet, private, contemplative space for patients and families.



# Social Work Services

Living day to day with a life-limiting illness is tough. Everyday life issues can become challenging, complex and even overwhelming; not just for the patient but for their loved ones too.

Our specialist Social Worker is here to support and assist you to cope with the emotional and practical issues that might arise.

## **Your choices and wishes**

We can support you with the significant things that you may want to say to those closest to you about your choices and wishes, and we can help you to plan ahead.

## **Support for Children and Young Adults**

We can provide Specialist Support for children and young adults, helping them to understand and come to terms with the illness and the changes it has caused. They may have their own questions, worries and fears that we can help to

answer and guide you through how to support and talk with them.

We can liaise with the children's schools and interface with local agencies to best support your young family members.


We know that younger children can benefit from Memory Boxes and Legacy Work and we can help you with these.

### **Housing and Financial Support**

We can help you with housing issues by signposting you to relevant agencies who can support and advise with tenancy agreements, re-housing, modifications needed to the home so that you remain safe and comfortable.

We can assist you to access financial support agencies who can help with grants, benefits and how to manage your income.

We can signpost you to legal services and advocacy support.



Whatever your  
'non-medical'  
concern, we are  
here to help.



# Bereavement Support

The experience of loss is one of the most severe forms of psychological distress, especially the loss of a loved one.

It is a process of psychological transition - when one's picture of the world and ways of being a part of it are often reassessed, and even then, it can be very confusing.

Our Bereavement Team is on hand to support family members, friends, children and carers through the emotional turmoil of grief.

The Bereavement Team can support you by telephone, video chat and face-to-face counselling sessions, practical help and advice as well as our Bereavement Support Group.

We offer specialist bereavement care for children, providing guidance and information about how best to explain death and grief to them and how to support each child or young person through their experience.

The Bereavement Service also organises an annual service whereby bereaved families, friends and carers can remember, reflect upon and celebrate the lives of those they have lost.

# Did you know ?



The cost to St Raphael's for providing a 1:1 counselling session is typically **£75**

Couples Therapy **£100**

Group Work attendance **£50** each week

As a charity, we gladly provide all of our sessions free of charge but did you know that only around a quarter of our costs are covered by our NHS grant?

The rest of our costs are covered by raising funds in many ways from our community and supporters. If you would like to contribute towards the cost of your therapy by making a voluntary donation, please speak to a member of our team.

Any contribution that you are able to make will enable these much-needed services to continue into the future and to impact positively on the lives of those who need it most.

Thank you



**For further  
assistance  
and advice**

## **Contact us**

If you would like more advice or support  
please contact St Raphael's Hospice  
on **020 8099 7777**

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**[www.straphaels.org.uk](http://www.straphaels.org.uk)**

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