

Emotional wellbeing and spiritual care services

Coping with progressive illness can be difficult at times.

Whether you are the person who has the condition or if this is someone close to you, the emotional and spiritual wellbeing team offer support to help you cope with the emotional impact of living with ill health.



Who is this **support** available to?

We offer support to patients of the hospice and their families as they face change, loss and other challenges associated with living with ill health.

We also offer bereavement support to the families of people who were patients of the hospice. Emotional and spiritual support services are available to adults, children and young people.

Who provides this **support**?

Emotional and spiritual support services are provided free of charge by St Elizabeth Hospice.

The emotional and spiritual wellbeing team is made up of a number of professionals including counsellors, social workers, spiritual care workers, children's specialist worker, an art therapist and a music therapist.

From time to time, we have volunteer and student counsellors within the team whose practice is supervised by fully qualified and experienced counsellors.

What **services** are available?

Emotional support is available in a range of forms. The majority of our appointments take place at the hospice but we understand that this may be difficult for you. Therefore, in some circumstances, we can also arrange to see you at home.

One to one emotional support and counselling

A member of the team can arrange to meet you, either regularly for a number of sessions or as a one-off meeting (depending on the level of support that you need) to help you to talk through the emotional impact of living with ill health.

Family or couples work

Sometimes support is needed for a couple or a family group to see a member of our team to enable them to cope with what they are facing together, support one another or to facilitate effective communication between them.

One to one art or music therapy and creative counselling

Sometimes, talking can be hard or you may find it difficult to express how you are feeling in words.

If this is the case, you may find creative forms of therapeutic support more helpful to you. You don't need to worry about how artistic you are or whether you are able to play an instrument.

Art therapy enables anyone to express their feelings by exploring the materials available. Within music therapy, by listening, sometimes by creatively making music, people can be helped to feel more relaxed, to communicate more effectively and to experience emotional release.

Bereavement support

We offer one to one bereavement support to people who need to work through the changes, losses and challenges they may be facing in their grief.

One to one bereavement support may be in the form of talking or creative therapies.

We also offer bereavement groups for people who have a need to talk to others who are also experiencing bereavement, to give and receive peer support.

One or two members of the emotional and spiritual wellbeing team will be present to facilitate and co-ordinate group sessions.

Spiritual care

The spiritual care team offer support to patients, their relatives and friends by listening to any concerns they may have about life and its meaning.

We offer this service to all people whether they have a faith or not.

As well as spiritual support, we also offer religious support including Christian prayer and Holy Communion and invite leaders from other faiths to offer support as requested.

The Reflections room, on the main corridor between reception and IPU, is available for you to use as a quiet space to reflect, pray or just be. There is a sound system and a selection of books which you are welcome to use.

Supporting children and young people

When living with a family member who is seriously ill or in bereavement, most children and young people feel adequately supported by family, friends, school and social groups.

For those families who feel they need a little extra support, our children's specialist worker can offer advice over the telephone about how to talk about difficult subjects and, where necessary, meet with you as a family or with children individually in a private, confidential space to talk about thoughts and feelings.

Our children's counselling service is open to children and young people from five years and over, up to their 18th birthday. Where children are under five, it is more appropriate to meet with families as a whole and support you all together in your experiences.

How to **make a referral?**

A referral can be made on your behalf by a professional who is already known to you.

For example, this may be your GP or a nurse or doctor from the hospice. You can also contact us directly to refer yourself, either by email to emotionalwellbeing@stelizabethhospice.org.uk or by calling **01473 707999**.

What **happens next?**

1) Once we have received a referral, you will be contacted for an initial discussion

The triage discussion is an informal conversation in which we will ask you to explain as best you can and in your own words a little about your situation and the impact that this is having on you emotionally.

This is usually over the phone but other arrangements can be made if talking over the telephone is difficult for you.

Living with ill health affects everyone differently and this will help us to understand your individual needs and how we can best be of support to you.

2) Once we have completed the triage assessment of your needs, we will be in contact with you to arrange an appointment as soon as we can

We may have a waiting list at times and may not always be able to offer you an appointment straight away.

If you have concerns about how you have been coping and feel that your need to be seen is urgent, please discuss this with us during your assessment.

If you feel that you need support within 48 hours, we would strongly recommend that you speak to your GP or contact the Samaritans on 116 123.

3) Once a member of the team has been allocated to you, you will usually see the same person for as long as you receive support from the emotional and spiritual wellbeing team

During your first appointment, your allocated worker will create a plan of support with you which will include discussion about what concerns you would like to focus on within your therapeutic sessions.

You will also be given an estimate of how many sessions will be needed and a plan for when you and your allocated worker will review your plan of support.

Emotional wellbeing enquiry line

01473 707999

Monday to Friday 9am – 1pm

(please leave a message for enquiries outside of these hours)

emotionalwellbeing@stelizabethhospice.org.uk

01473 727776

stelizabethhospice.org.uk

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