

Patient and Family Support Services



stclarehospice



@hospicestclare



stclarehospice

stclarehospice.org.uk
Registered Charity No. 1063631

Patient and Family Support services

The Patient and Family Support team at St Clare Hospice will work with you holistically, considering your practical, emotional, spiritual and social needs, as well as offering support to your family and friends.

The team consists of adult and child social workers, a chaplain, bereavement counsellors, children, young person and family support workers.

We also have bereavement support services, including Bereavement Cafés, where you can connect with others experiencing loss, and Griefline, our freephone telephone service for anyone struggling with grief (**01279 945089**).

Whatever you are finding most difficult, we will tailor our support and care to your individual needs.

If you feel St Clare's Patient and Family Support services might benefit you, or someone close to you, you can call the team directly on **01279 773762**.

Visit stclarehospice.org.uk/pfs to find out more about the services we offer.

Patient and Family Support Drop-in - every Friday morning

Come along to our weekly Patient and Family Support Drop-in held at the Hospice every Friday morning between 10am and 12pm.

Access emotional and practical support, advice and information on hospice services and outside organisations that may be able to support you.

No appointment is necessary, and you can pop in at any time throughout the morning.

What can social workers and family support workers help me with?

Social workers and family support workers help patients, families and caregivers to navigate their way through the practical and emotional issues that arise with a palliative or life-limiting condition.

Our social workers can make a difference to you and your family by helping you to live your life more successfully. They can support you over the telephone or face-to-face either at the Hospice or in your own home.

Practical support

We can help you by providing information that you might find useful, or we can signpost or refer you to other services if appropriate. This may include advice and support with housing, finances, benefits and Blue Badge application. We can also offer guidance with future care planning and navigating services in the community.

Emotional support

Being diagnosed with a life-limiting illness may require an adjustment in the way you think about your life now and in the future. You may experience a range of emotions, as may your children, family and friends. We can offer you emotional support to help you express and come to terms with your anxieties and concerns so you can make sense of your personal life journey. We will also support you with talking to your children.

If you feel you could benefit from speaking to a member of our Patient and Family Support team, please call **01279 773762**.

What can a chaplain help me with?

A chaplain has experience of helping people walk through major changes that impact on their lives, exploring spirituality and identifying the values that give you hope and purpose in life. Receiving a diagnosis of a life-limiting illness can affect your choices and your priorities; it can also affect your understanding of the meaning of life or challenge your core values. Your family or carers may also face similar questions.

Our chaplain and team of pastoral support volunteers support people of all faiths and none. They are here to listen and be with you as you work through your questions, hopes, fears, joys and regrets. Some people find it helpful to be able to talk to someone outside their family and close support network.

We offer person-centred pastoral care that helps you find strength to face the challenges in your life. If religious faith is important, we can contact the appropriate member of your faith community to support you. However, many people are unsure what they believe and so we sensitively listen to your thoughts and feelings.

We are here for you and your family whenever you may like support; we introduce ourselves to people on the Inpatient Unit but are also happy to visit you at home. You can ask a member of staff to refer you to our chaplain or contact them directly on **01279 773761**.



The Sanctuary at St Clare Hospice



The Sanctuary and Sanctuary Garden is a place for all to use for reflection, prayer or meditation.

There are also opportunities to use the space for religious rituals with the chaplain or your own faith leader. Wedding services are occasionally conducted in the sanctuary; it is also a good place for families to gather.

You can write a prayer or message and hang it on our Prayer Tree or write something in our Memory Book. We also have a book of remembrance on display.

We hold annual 'Light up a Life' memorial services each Christmastime, both in the Hospice and at churches in the community, to remember loved ones.

What can counsellors and support therapists help me with?

As qualified counsellors and support therapists, we provide emotional support to patients, families and carers under the care of St Clare Hospice to assist them in coping with the emotional impact of a palliative diagnosis.

We also provide bereavement support to all bereaved relatives, friends and children within our catchment area. Grief is a natural reaction to the loss of someone close. St Clare's bereavement services can help you face your grieving journey.

If you think you may require support, contact the Patient and Family Support team on **01279 773762**.

Children and young people's bereavement support

St Clare's dedicated children and young people's bereavement support and mentoring service can help children and young people to face their grieving journey. The aim is to provide a range of support to any child or young person who has been impacted by loss, whether they have a connection to St Clare Hospice or not.

Led by a qualified children, young person and family therapist, the support provided follows nationally approved guidelines and is tailored to the individual's needs.

If you think your child may require bereavement care following the loss of a loved one please contact the Patient and Family Support team on **01279 773762**.

Echo Connect

Creative bereavement group

For children aged 7 to 11

Where: St Clare Hospice,
Hastingwood, CM17 9JX

When: 5pm to 6.30pm on the
1st and 3rd Thursday of the month

Youth group

For young people aged 12 to 16

Where: Hare Street Youth Centre,
Harberts Road, Harlow CM19 4AY

When: 4pm to 6pm on the
2nd and 4th Thursday of the month



Bereavement Support services

Bereavement Café

Our Bereavement Cafés welcome local people throughout West Essex and East Hertfordshire who have experienced the loss of someone close to them, no matter how long ago. They offer a place to meet and connect with other local people who have had similar experiences.

Here at St Clare we believe that some of the most meaningful support you can experience is through talking or listening to others who understand. There are numerous free Bereavement Cafés taking place across our catchment area, which are all drop-in cafés, so you can arrive at any time.

For information, and to find your nearest Bereavement Café, visit stclarehospice.org.uk/bereavement-café or call **01279 945809**.

GriefLine

GriefLine is a local resource offering emotional support across West Essex and East Herts to anyone struggling with their grief around the loss of someone.

-  Talk to a trained volunteer who can offer emotional support and a listening ear
-  Talk about your grief in a safe and confidential space, with someone who understands what you're going through
-  Get help accessing other services and local community resources

GriefLine is available from 8am to 5pm every weekday, and until 8pm on Tuesday and Thursday (excluding bank holidays)*

* It is free to call, though charges may apply in line with your standard network rate.

**If you want to
talk, we're here.**

**01279
945089**

Visit griefline.co.uk
to find out more.

How to access our Patient and Family Support services

You can contact the Patient and Family Support team by calling **01279 773762** or emailing **PFSadmin@stclarehospice.org.uk**.

You can also speak to someone about accessing support at any of the Bereavement Café locations within our catchment area.

More about our Bereavement Café: stclarehospice.org.uk/bereavement-café

About us

St Clare Hospice is a charity providing specialist palliative care to improve the lives of people living with a terminal or life-limiting illness in West Essex and the borders of East Hertfordshire, including Bishop's Stortford and Sawbridgeworth.

Our approach to care gives patients, and their families and carers, the confidence to cope so that, together, they can enjoy the best possible quality of life, whether at home or in the Hospice.

It costs over £7.3million each year to provide our vital services, and with limited NHS funding, we need to fundraise most of this. We therefore rely on our local community to help us raise money each year so we can continue being there for local families facing one of the most difficult journeys in life.



Here
for you

01279 773774	First Contact Service
01279 773773	24-Hour Advice Line
01279 773762	Patient and Family Support team
01279 773700	Main reception (Monday to Friday, 9am to 5pm)
01279 945089	GriefLine



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