

# Children and Family Support

## will my support worker discuss my sessions with anyone?

All support workers are required to attend regular clinical supervision as stipulated by Phyllis Tuckwell policies and individual governing bodies. However, strict attention to our confidentiality policy and procedure is adhered to and anonymity is maintained. Exceptions to this will only occur where it is deemed that the patient/client is at risk of causing harm to themselves or others, or where children may be at risk but, in all instances your counsellor will discuss this with you first.

## what if I don't get on with the person allocated to support me?

That's not a problem, just contact the PAFS team administrator and we will allocate another worker.

## what if I cannot make an appointment?

Please contact our team administrator as soon as you know you cannot attend a session and she will rearrange your appointment.

## can I get support anywhere else?

If you need someone to talk to urgently, The Samaritans' number is **08457 909090**. Your GP may be able to offer you support from the services offered by your surgery. Websites with useful information: [www.winstonswish.org.uk](http://www.winstonswish.org.uk) [www.simonsays.org.uk](http://www.simonsays.org.uk) [www.riprap.org.uk](http://www.riprap.org.uk) CRUSE, offering bereavement support, can be contacted at their local office on **01483 565660**.

### Patient and Family Support team

01252 729430  
[pafs@pth.org.uk](mailto:pafs@pth.org.uk)

**Large print version available on request.**

Phyllis Tuckwell Hospice Care

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Claire - PAFS

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## who are the children and family workers?

*The Patient and Family Support (PAFS) team offer a service for patients and their children, where the children are under 18 years old. The team includes:-*

- *qualified counsellors,*
- *PAFS volunteers,*
- *psychologists,*
- *support in schools,*
- *family support workers.*

### who is the service for?

It is available to patients their children and their extended families, and close friends, as well as to the schools which their children attend.

### how can the service help?

By providing support, guidance and ongoing reassurance, we can help the adults and children find their way through an emotionally difficult and challenging time. By taking the time to listen to and explore everyone's concerns and worries, we can help you find the words to help each other understand and explain what is happening to each of you.

### what services do you offer?

- Informal face-to-face support for patients, their relatives and close friends,
- informal telephone support for patients, their relatives and close friends,
- one-to-one counselling for patients, relatives, and close family friends,
- one-to-one counselling support for children and young adults,
- family therapy/group work,

- support for children in their school environment,
- support and education for schools of patients' children,
- Little Rays support group for bereaved infant and primary school aged children,
- Storm support group for secondary and sixth form aged young people,
- Clinical Child Psychology,
- liaison with other professional agencies,
- spiritual support.

### do volunteers receive training?

We have a large team of volunteers with a wealth of experience and knowledge. They attend 'in-house' training at the Hospice, which is taught by our qualified counsellors. This training is provided on an ongoing basis and at regular intervals, to enable volunteers to keep their skills fresh.

### how do I access the services?

- If you are the patient or patient's relative, a Clinical Nurse Specialist will be supporting you or your loved one. Please ask them to refer you to the PAFS team.
- If you attend the Day Hospice or are on the In-Patient Unit, please ask the nurses to refer you to the PAFS team.
- If you are an adult relative who would like guidance in supporting a young person, please contact our PAFS team on the number provided overleaf.
- If you are a young person yourself and would like someone to talk to, ask a trusted adult to help you contact our PAFS team or email us on the address provided overleaf.

- A letter and booklet of our services will be sent to you in the mail following the loss of your loved one.
- Carers will be asked if they wish to go onto our carer database where they will then receive information regarding upcoming groups and events.

### how do I know which service I need?

We offer various services depending on the need of each individual and how they are managing. Often an informal conversation on the telephone with our Children and Families team will help us work out together which service/s is appropriate. Sometimes a face to face meeting, either at the Hospice, in your home, at our Beacon Centre or in school may be more appropriate for us to discuss how we might be able to best help and support you.

### will I see the same person every time?

Yes, we try to ensure that the same person is able to support you throughout, even after your loved one has passed away. Alternatively, you may wish to see someone new - we can discuss this with you.

### how long can I have support for?

For as long as you and your support worker feel it is helping.

### where will the sessions take place?

You and your support worker will discuss where you would like to meet - either at your home, in school or college, at the Hospice or at the Beacon Centre. Some of our events are held in social settings, such as Storm.