

## Pastoral Care Team

### *can I discuss my funeral with you?*

You can discuss your funeral with us and we can help you to plan it, with your family, if you wish. We can also put you in contact with other faith leaders, celebrants or humanists who can officiate at funerals.

### *do I have to pay for services from Phyllis Tuckwell?*

No, all services offered by Phyllis Tuckwell are free. As a charity we are dependent on the local community for their generosity and financial support. We only receive 20% of our funding from the NHS/Government and therefore we have to raise over £20,000 a day to provide all our services. If you would like to make a donation, please ask a member of staff, or visit our website.

Thank you.

### Patient & Family Support

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**Large print version  
available on request.**

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## What is the Pastoral Care team?

*As a Hospice Care charity, our aim is to care for the whole person - not just physically, but emotionally, socially and spiritually as well.*

Pastoral care offers this emotional, social and spiritual support, complementing the physical care provided by our clinical team and ensuring that each person is cared for holistically.

### Who is in the Pastoral Care team?

All of our staff and volunteers are involved in the pastoral care of our patients, relatives and carers, but there is also a dedicated team of staff and volunteers, led by Jill Thornton and Sue Lattey, whose specific role it is to support our pastoral care ethos.

The team's role involves pastoral care in its many different forms, both offering it themselves or suggesting other colleagues who might be able to help. Their training means that they also have a particular understanding and experience of spiritual care.

### What is spiritual care?

Spiritual care is care which recognises and responds to the needs of the human spirit, in whatever situation a person finds themselves. It can include supporting people as they explore their sense of meaning and purpose in life, evaluate their self-worth or explore how to express themselves. Spiritual care

can include faith support - such as talking about someone's beliefs, helping them to make contact with a local faith community, creating a meaningful ritual, participating in a sacrament, or having a prayer said with them or for them. It can also simply mean being a sensitive listener.

### Who do you support?

We value and respect everyone equally, and offer pastoral care to all of our patients and their families and carers, irrespective of their belief, culture, background, gender or sexuality. Whenever possible, a member of the Pastoral Care team will introduce themselves to each of the patients, relatives and carers on the In-Patient Unit (IPU) and in Day Hospice as a matter of courtesy, but after that initial introduction each individual can choose whether they would like further contact or not.

### How can I make contact with the team?

If you are an inpatient or attend Living Well sessions you can ask a nurse, who will contact a member of the Pastoral Care team and ask them to speak to you. If you see a Clinical Nurse Specialist or have Care at Home, the person who visits you can arrange for a member of the Pastoral Care team to make contact with you and come to visit you at home, if you wish. You are also very welcome to come and see us at the Hospice. Our office is located on the main corridor next to the coffee shop, and if our door is open then you are very welcome to come in.

### Is there anywhere in the Hospice that I can go for some quiet time?

We have a quiet space, which has traditionally been known as the chapel. It is located on the IPU and is open to anyone. It is a place where you can collect your thoughts, write down messages or say a prayer. Weather permitting, you can also use the garden and the courtyard (which is accessed from the IPU). Both are open to patients, relatives and carers.

### Do you hold faith-based ceremonies?

Jill and Sue are both ordained Christian ministers and so can conduct a number of different ceremonies, including baptisms, bedside communion and wedding blessings or a recommitment of vows.

A weekly communion service is also held in the chapel on a Wednesday at noon, which everyone is welcome to attend. You can receive bread and wine or a blessing, as you wish.

If you are a Roman Catholic and would like to receive the Sacrament of the Sick, we would be happy to contact a local priest for you. Similarly, we would be happy to contact other local denominational or faith leaders as required.