

who monitors the therapists' practice?

Every counsellor, whether trainee or qualified, must attend regular clinical supervision of their practice, to maintain their professional registration with their governing body and ensure ethical practice in the best interest of their clients.

These sessions are focussed on the therapist's competence and ability, and not the content of your sessions; every therapist has a professional obligation to protect their clients' anonymity.

does counselling and emotional support work?

Talking therapies have been shown to work well for many people. However, therapy isn't a quick fix, so it might take some time to see whether it's helping you or not.

It's true to say that counselling doesn't work for everyone, but then neither does mindfulness or medication. We can only know by being open and willing to try, whilst remembering you can choose to stop any time you wish to.

is there any emotional support I can get that is not attached to the Hospice?

Yes. You may wish to access the website www.caringtotheend.org where you will find information and support.

for more information

**Patient and Family Support
team administrator**

01252 729430

pafs@pth.org.uk

if you have any concerns or
complaints please contact:

Claire Delaney

Living Well Manager
(Patient and Family Support)

01252 729444

**Large print version
available on request.**

Phyllis Tuckwell Hospice Care

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Therapies • Clinical • Patient and Family • General

Counselling and Emotional Support



Phyllis Tuckwell[®]
Hospice Care
...because every day is precious



what is counselling and emotional support?

Counselling and emotional support is a talking therapy.

It provides the opportunity to feel safe to share personal concerns and feelings openly and honestly, to better understand yourself, work through complicated issues or find ways to live with them with greater acceptance. It is a confidential, empathic and compassionate professional relationship, absent of criticism and judgement, where your physical and emotional wellbeing is the most important factor.

when should I seek counselling and emotional support?

It's not uncommon for us to feel a range of emotions when unexpected news and events happen; feelings such as disbelief, anger, frustration, guilt, fear, panic, anxiety, sadness and depression. We can often experience changes in our behaviour too, such as increased or decreased appetite, finding it hard to concentrate, being forgetful, sleeping too much or barely at all, confusion, withdrawing or feeling overwhelmed.

However, if these feelings continue over a prolonged period of weeks or months and are adversely affecting your relationships and ability to function, then we would encourage you to contact us regarding counselling support.

who is the service for?

We support patients, families (adults, adolescents and children) and close friends of anyone who is, or was, under the care of Phyllis Tuckwell.

how will I receive counselling and emotional support?

We offer emotional support in a variety of ways:

- 1:1 counselling for patients and their families
- 1:1 counselling for bereaved children & adults
- Adult Bereavement Groups
- Children and Family Work (including working with schools)
- Various Coping, Management & Therapeutic Support Workshops.

how do I know which service I need?

You will be offered an initial assessment appointment with one of our qualified counsellors, and together we will discuss and agree the most suitable approach for you.

how do I access counselling and emotional support?

Please contact us direct by calling the telephone number on the back of this leaflet.

who will I see?

Our dedicated team consists of highly experienced and qualified counsellors and psychologists who offer professional support to patients, relatives and carers, including children and adolescents. Part of our team is complemented by trainee counsellors on clinical placement with us as they attain their clinical hours for graduation. All of our counsellors, whether trainee or qualified, undergo a rigorous recruitment process by us to ensure they are competent to meet the requirements of our service.

how often will we meet?

This really depends on whether you are a patient, carer or bereaved, but for the work to be most beneficial we recommend regular sessions with the same therapist. We offer an initial six sessions, after which we review and decide if more will be helpful.

is what I talk about confidential?

Yes, Phyllis Tuckwell Hospice Care has a strict confidentiality policy which applies to all personal information supplied pertaining to an individual.

There may be rare occasions when, for *safety or legal reasons, information may need to be disclosed to certain other people, details of which are explained in our Privacy Policy which can be found at www.pth.org.uk.

**deliberate or intended harm to self or others*