

Emotional Support Service



Have Your Say

The quality of the services we offer is regularly reviewed and we welcome your views. You may speak to any member of staff about how to feed back. This may include a questionnaire, such as 'I Want Great Care' or VOICES.

This feedback can be anonymous, but any information we hold on you will be treated with the strictest of confidence.



Jersey Hospice Care
your care, your choice, your time

Mont Cochon
St Helier Jersey, JE2 3JB
T: 285144 | F: 876333

E: bereavement@jerseyhospicecare.com
www.jerseyhospicecare.com
facebook.com/jerseyhospicecare
twitter.com/jerseyhospice

Photographs kindly donated by Gisela Olsson



Providing support for those coming to terms with life limiting illness



Jersey Hospice Care
your care, your choice, your time



If you are someone who has, or are caring for someone with a life limiting illness, it is normal to experience feelings of loss or sadness as the illness progresses.

Sometimes you may cope well and at other times you may feel overwhelmed. Life limiting illness can have a huge emotional impact and the changes that occur along the way can make it difficult to manage feelings. Patients and their families face many challenges and uncertainties and whilst many cope with these challenges, some may benefit from further support.

How the Service Works

The Emotional Support Service is available to adults and children of all ages in need of support whilst coming to terms with an advanced illness.

Our service can assist in finding ways that can help you to start take control.

The service is made up of a team of counsellors, an administrator and volunteer support workers.

We can also provide information and resources to help parents in supporting their child to explore their feelings.

'I was able to talk freely and got validation for my feelings'

Support Offered

Emotional support is available for patients and their families who are coming to terms with life-limiting illness. After an initial assessment you will be offered the following support:

Emotional Support for Adults

You will be offered one to one emotional support, which can be over the phone, via email or face to face. All support is person-centred and non-directive and can provide an opportunity to talk in confidence about the consequences of the life-limiting illness, with someone who will be able to listen to your experience. Many people find it helps to talk with someone who is not part of their family or close circle of friends.

'It helped me to look at things in a different way'

Emotional Support for Children

We work closely with parents and carers to support children. As parents and carers, you may be best placed in helping children through their emotions. We can provide you with resources, information and services to help you manage in supporting this. Alternatively, we offer one to one sessions with a support worker, qualified to work with children.

These sessions are confidential and last no longer than an hour, at a mutually convenient time. The sessions are in a setting that allows space to process thoughts and feelings at a level of their understanding.

How You Can Access the Emotional Support Service

You can self-refer or, with your consent, your friends, family or workplace can contact the service on your behalf. Your GP may also refer you to the service. After an initial assessment, by one of our qualified counsellors, you will be offered what we feel may be the most appropriate support for your needs.

The service is confidential and is facilitated by fully trained support workers.

