

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.

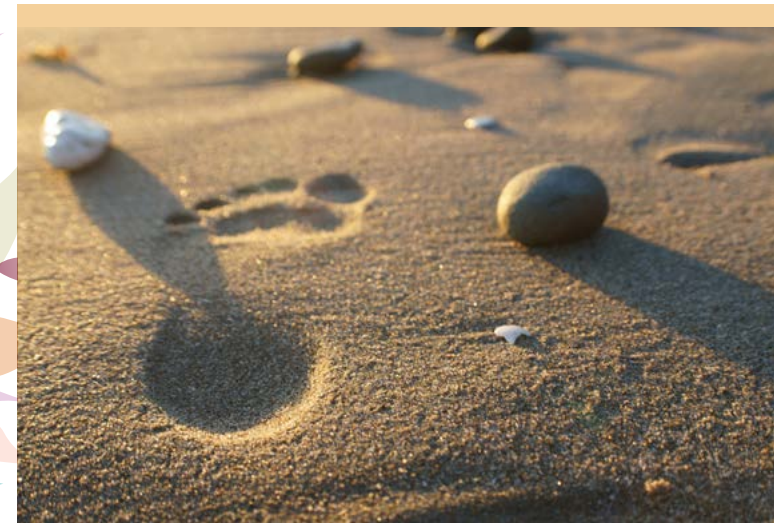
This feedback can be anonymous and any information we hold on you will be treated with the strictest of confidence.



Jersey Hospice Care
your care, your choice, your time

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Providing free, confidential support to people coming to terms with life limiting illness



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If you have a life limiting illness 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, children and young people in need of counselling and / or support while coming to terms with an advanced or life limiting illness. Our free and confidential service is made up of a small team of qualified and experienced counsellors, an administrator, experienced volunteers, and counsellors in training.

We can also provide information and resources to help parents, carers, and organisations support children and young people to explore their feelings.

Emotional support for adults

After an initial assessment you may be offered the following support:

One to one emotional support

One to one emotional support can be over the phone, via email or face to face. Support is focused on you. Your counsellor won't judge you, tell you what to do, or give you advice, but will listen to your experience and provide an opportunity for you to talk in confidence about the consequences of the illness. 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 and young people

We work closely with parents and carers to support children and young people. As parents and carers, you may be best placed to help them with their emotions. We can provide resources, information and services to support you with this.

One to one support with a qualified counsellor

Alternatively, we offer one to one sessions with a qualified counsellor. 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 the right level for a child or young person to understand.

How you can access the Emotional Support Service

You can refer yourself or your GP, friends, family or work colleagues can contact the service on your behalf, with your consent. A member of staff from Jersey Hospice Care may also refer you to the service.

You can make contact with us by phone or email. A member of our team will get back in touch to speak to you in more detail and find out how counselling might help you. After an initial assessment, with one of our qualified counsellors, you will be offered what we think is the most appropriate support for your needs.

If one to one counselling is right for you, we will allocate you a support worker who will contact you to make an appointment for a first session. The service is free and confidential and is facilitated by fully trained support workers.

If counselling may not be the right approach for you, we can suggest a range of other ways of getting support.