



Emotional Support Service

Providing free, confidential support
and counselling



Jersey Hospice Care
your care, your choice, your time



The Emotional Support Service is here for all adult patients under the care of Hospice who are affected by a life-limiting or end of life diagnosis. It is also here for their family, carers and friends.

HOW THE SERVICE WORKS

Our free and confidential service is made up of a small team of qualified counsellors and volunteers.

This support can be an opportunity to talk in confidence about the impact of living with, or caring for, or supporting someone living with a life-limiting illness or end of life diagnosis. The support is focused on you.

“It helped me to look at things in a different way”

We can also support adults by providing information to help them talk with children and young people about someone close to them who has a serious illness. This can help children understand what is going on and provide reassurance.

After an initial assessment you may be offered some of the following support. All our services are free of charge.



EMOTIONAL SUPPORT FOR ADULTS

◆ **One to one individual counselling for patients of Hospice**

If you are an in-patient at Clarkson House, we can offer one to one emotional support in your room. You can also book an appointment for support in our private counselling rooms, over the phone, online or, in exceptional circumstances, at home.

◆ **One to one individual counselling for adult family members and friends**

You can attend a pre-booked appointment for face-to-face support in our private counselling rooms, or over the phone, online or via email.

◆ **Couple support**

Couples may attend a pre-booked session together in our private counselling rooms or online. We are also able to provide support in your room, with you and your partner if you are an in-patient at Clarkson House.

◆ **Family support**

Our service can also provide therapeutic family support. This support will be a pre-booked session for the adult patient and their family members.



EMOTIONAL SUPPORT FOR CHILDREN AND YOUNG PEOPLE

Talking openly and straight forwardly about a loved one's illness and possible changes to come can help children understand what is going on and provide reassurance. It can also give an opportunity for them to ask questions. We can be here to help you navigate these difficult conversations.

◆ **One to one individual counselling**

We can help children and young people develop the skills to cope with the sometimes overwhelming feelings of loss. We can support them in understanding that emotions are normal and to have the confidence to ask for help when they are struggling.

◆ **Emotional support group**

We can provide small therapeutic group work to support children and young people who have an adult family member who is a patient of Hospice.



HAVE YOUR SAY

At Jersey Hospice Care we welcome and listen to all feedback as a way of learning and improving our services. We respond to all feedback, concerns or complaints we receive, investigate further where necessary, and share the outcomes. For more information, please visit www.jerseyhospicecare.com/complaints.



HOW TO ACCESS THE EMOTIONAL SUPPORT SERVICE

Please speak to a member of the Hospice team who can refer you to our service. We will then make direct contact with you either in person, by telephone or email.

“Providing emotional support involves taking a compassionate and person-centred approach to each individual”



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