



St Joseph's  
Hospice

# Patient and Family Counselling

Emotional distress and worries are not unusual among people affected by life-limiting illness and are an understandable reaction to what can be a painful and challenging experience. Family members and friends, including children, may also be finding things difficult. Our team of experienced counsellors and therapists can help you and your family talk about your situation in a safe and sensitive way.

The service is available to all patients under the care of the Hospice and their relatives/carers, including children.

## Ongoing support for patients

We offer a range of counselling/therapy services.

- Individual counselling
- Individual Art Therapy
- Art Therapy Group
- Family Counselling
- Couple Counselling

We offer sessions in sets of six which can be spaced at intervals to match your needs. After the first five we will review with you how things are going and if needed, offer further counselling sessions.

Most of our counselling takes place at the Hospice in one of our counselling rooms but we can also see you on the ward or in exceptional circumstances, at home.

## Ongoing support for family and carers (including children)

As with patients, we can see you on your own or with other family members.

As our resources are limited, we generally offer up to six counselling sessions. We will then review how things are going with you and in some circumstances we may be able to extend this.

Individual counselling and art therapy usually take place on a weekly basis in one of the Hospice counselling rooms. If your responsibilities as a carer make it difficult for you to come to the Hospice we can provide telephone counselling.

Family and couple counselling sessions are generally fortnightly.

## Assessment

When your referral is received by the counselling team we will contact you within a few working days to arrange an initial meeting (assessment).

At the assessment meeting, we will ask you to give us a full picture of your situation including what support or services you are already receiving. We will talk about what we can offer you and think together about what may be a helpful way forward.

Sometimes this meeting is all that is needed but we may offer ongoing counselling with our team or referral to another service, or a combination of both.

## Making a referral

You can be referred by a member of Hospice staff who is already supporting you or your family member.

**You can also refer yourself by calling the First Contact Team on 0300 30 30 400.**

You will be asked for brief details of why you would like to be referred and factual information such as your name, contact details and date of birth.

Founded in 1905 by the Sisters of Charity, St Joseph's Hospice is one of the oldest and largest hospices in the UK, supporting a population of around 2.1 million people in our core boroughs of City and Hackney, Tower Hamlets, Newham and the surrounding areas.

We are dedicated to providing free of charge, high quality, specialist palliative care and support to people in our community nearing the end of their lives. We take a holistic approach to care, looking after the well-being of the whole person, as well as supporting their loved ones.

### Our range of services includes:

- Inpatient care
- Palliative care at home
- Community and day services
- Therapies
- Counselling and advice

**For 24 hour advice and support call First Contact on 0300 30 30 400.**

St Joseph's Hospice is committed to celebrating and promoting diversity and inclusion. If English is not your first language, please let us know so that we can arrange an interpreter.

All of our leaflets are available in multiple languages on our website [stjh.org.uk](http://stjh.org.uk)

**St Joseph's Hospice**  
**Mare Street, London E8 4SA**  
**020 8525 6000 [stjh.org.uk](http://stjh.org.uk)**

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