



**St Joseph's
Hospice**
Serving East London
and the City

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 confidential, 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, we can also speak to you online or over the phone/video call if you are unable to get here.

Family therapy

Family therapy works with adult families, families with children, parents/carers, sibling groups, and couples. We celebrate and promote diversity and inclusion and within the context of family therapy - family is defined as anyone who is important in your life.

Ongoing support for family and carers (including children)

As with patients, we can see you on your own or with other family members, either at the Hospice or via telephone/video.

If your responsibilities as a carer make it difficult for you to come to the Hospice we can provide counselling via telephone or video (Zoom).

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 aim to 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 (including email) 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

Feedback helps us improve our services. While receiving our care, patients and family will be offered the opportunity to provide feedback. Or you can tell us how we are doing at iwantgreatcare.org

St Joseph's Hospice, Mare Street, London E8 4SA
020 8525 6000 info@stjh.org.uk
stjh.org.uk   [@stjohospice](https://www.facebook.com/stjohospice)
Advocacy Compassion Justice Quality Respect

Charity No. 1113125



**St Joseph's
Hospice**
Serving East London
and the City