



St Margaret of Scotland Hospice

**Caritas Bereavement
Support**



Bereavement

Bereavement and grief are natural processes and many people find their own way through their loss with the support of family and friends. Nevertheless some people will experience difficulty in adapting and will benefit from the support of others outside their extended family and friends.

Caritas Bereavement Support Service

Bereavement Support, Counselling and Art Therapy are provided by a team of qualified, experienced and specially trained staff and volunteers.

Confidentiality

Bereavement support is offered totally confidentially. Information shared with the Counsellor or Art Therapist is not divulged to any other person without express permission. If you would like to see the Hospice policies specific to Confidentiality and Data Protection please do not hesitate to ask.

Mode of referral

External referrals are accepted from Health and Social Care Professionals using the Hospice Psychosocial Service referral form, provided the client has given consent. Internal referrals can be made by a member of the Hospice Clinical Team. Where possible, the referrer will be contacted within two working days to acknowledge receipt of referral. The referrer will then be contacted with the outcome of the referral within two working days of initial contact. The client shall then be contacted to secure an appointment within ten working days.

Criteria for referral

- The client has Complex Bereavement Support needs
- The client is experiencing emotional and/or psychological distress stemming from loss, grief and bereavement.

About the Service

After referral an initial assessment of the client's bereavement support needs will be carried out by a Counsellor or Art Therapist. He/ she can also answer any questions the client may have about the therapeutic support that is available and decide with them the appropriate support. This will be one of the following:

- Individual Counselling/Art Therapy.
- Bereavement Support Group.

Children and Young People

Currently the Caritas Bereavement Support Service is available to children and young people of patients currently or who have recently been in receipt of a Hospice Service.

Review

At week three of a six week Counselling/Art Therapy contract, the progress of clients is reviewed and further review undertaken at week six, where the following options shall be discussed:-

- Discharge from the service with the option of self-referral within six months.
- An extension of the current plan.
- Referral to Caritas Bereavement Support Group
- Signposting to other appropriate services.

How You Can Help Us Improve Our Service

We welcome comments regarding the Service we provide and will use them to help improve our service. If you have any comments or are unhappy with the Service, please let us know.

If your concern remains unresolved, please telephone or write to:

Director of Clinical Services
St Margaret of Scotland Hospice
East Barns Street
Clydebank
G81 1EG
Tel: 0141 952 1141

Should you complain, we will:

- Reply to your complaint within seven working days of receiving it.
- Inform you if we cannot fully deal with your complaint within seven working days, explaining why and indicating when you may expect a full reply.

If you are not satisfied with the response to your complaint, you can telephone or write to the Hospice Administrator or Sister Rita, Chief Executive, at the address above.

We will regularly ask patients, relatives and carers what they think of our service by completing our user satisfaction questionnaire, and act on what they tell us.

Regulation of Care

If you are dissatisfied with the service you or your family member has received, you may complain directly to, Tracy Birch, Programme Manager, Independent Healthcare, Healthcare Improvement Scotland, Gyle Square, 1 South Gyle Crescent, Edinburgh, EH12 9EB

Email: tracy.birch@nhs.net

Telephone: 0131 623 4701

Useful Contacts

If, between appointments, you are in urgent need of support, please contact:

- NHS 24 - 0800 83 85 87
- Samaritans -08457 90 90 90
- Childline Scotland - 0844 892 0210
- Glasgow Council on Alcohol - 0141 353 1800