



St Margaret of Scotland Hospice

Caritas Counselling Service



The Counselling Service

As people we may face experiences, which cause distress and challenge the way we feel, think and behave. In other words we may not be our usual self.

It would not be unusual for people to feel sad, stressed, tearful or alone, neither is it unusual for people to feel aggressive, irritable and helpless, especially at times when life has changed or we have experienced loss.

However most people feel uncomfortable with such feelings or emotions and may find they are drinking alcohol more frequently, have difficulty or changes with eating or sleeping habits, or withdraw from activities once enjoyed, family and friends. All in all a person may not be enjoying life in the way he or she once did.

Various forms of counselling or psychological therapy have been shown to be effective in helping people deal with those concerns. If you want to understand yourself or others better and gain pleasure in life again, counselling can be a helpful option.

Counselling Services & The Hospice

At the Hospice you can access counselling sessions either one-to-one or as part of a group, following assessment and discussion.

Group Support

You can access groups of six to ten people who may be experiencing similar thoughts, feelings or experiences as you. The Counsellor usually starts the session and then it is up to group members to decide what they want to share and when. Within the session you do not have to talk, you can just be silent and listen.

Sometimes in groups we may use other mediums, for example, art, music, drama or creative writing. This is dependent on group needs and interests.

Service Aims

The purpose of counselling is to help a person achieve their personal goals and gain greater insight into life. By the end of the counselling process a person should be more satisfied with life. Counselling is not a process where the Counsellor will tell a person what they should or should not do. Rather it is an opportunity to come to a greater understanding of who a person is with the help and support of the Counsellor.

The Caritas Counselling Team use a 'person centred' model and approach.

Criteria for Referral

Who can access the service?

Anyone who feels they would benefit from sharing or exploring issues in a non-judgemental environment may access this service.

How can I be referred?

There are three methods of referral

- Self – Referral
- GP Referral
- Health & Social Care Referral

Mode of referral

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.

Assessment & Evaluation

At the first meeting you will be welcomed by a Hospice Counsellor. An assessment will be carried out to ensure you receive the most beneficial support based on what you need and prefer.

Following each session you will be invited to complete an evaluation form, which will tell us how helpful each session, is in helping you to achieve your overall aim.

What questions will I be asked?

You will most likely be asked the following questions

- What brought you to counselling?
- What would you like to achieve through counselling?
- How was life for you up until you decided to access counselling?
- What do you most or least enjoy in life?
- What support do you have?
- What concerns you most relating to your thoughts, feelings or behaviours

If you feel you do not know how to answer some or any of these questions, please do not worry the Counsellor will help you.

Review

At week three of a six week counselling 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 by writing 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 Caritas Bereavement Support Service, 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