

## How to contact us

Please call us on: **01706 393 870**

**Monday – Friday**  
**08.30am – 4.30pm**

Out of hours you can leave a message on the answerphone.

**Email:** [rossendale.hospice@nhs.net](mailto:rossendale.hospice@nhs.net)

## How to make a referral

Referrals can be made by telephone, email or completing the referral form on the hospice website: [www.rossendalehospice.org](http://www.rossendalehospice.org)

- through your GP, Nurse, Social Worker or other healthcare professional, or
- by self-referral (Please note we will need your consent to access your medical records).

## How to find us

We are on the second floor of Rossendale Primary Health Care Centre, with access by a lift:

Rossendale Hospice  
New Cribden House  
Rossendale PHCC  
161 Bacup Road  
Rawtenstall  
BB4 7PL

## To make a complaint

We hope that you will not have any reason to complain but if you do, please speak to a member of staff or ask to see the Family Support Lead.

Alternatively, if you would prefer to put your complaint in writing, please address it to:

**The CEO**  
**Rossendale Hospice**  
**New Cribden House**  
**Rossendale PHCC**  
**161 Bacup Road**  
**Rawtenstall**  
**BB4 7PL**

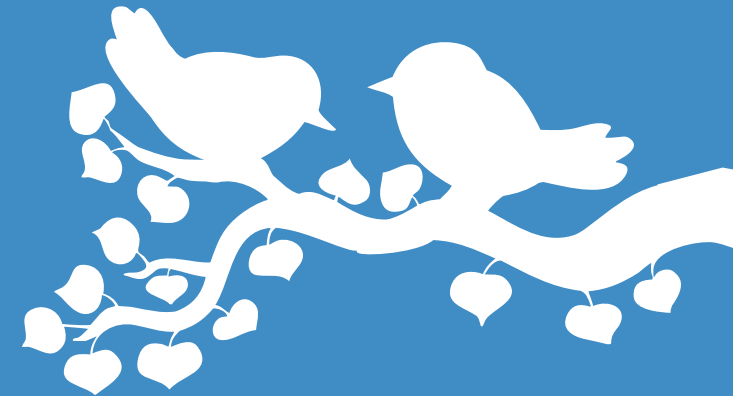
If a complaint is not resolved to your satisfaction, you may contact the Care Quality Commission at [www.cqc.org.uk](http://www.cqc.org.uk) or telephone 03000 61 61 61.

Registered Charity No. 1008228



# Psychological Support Services

at Rossendale Hospice



- Counselling & Psychotherapy for patients, families & carers
- Bereavement counselling for residents of Rossendale, including children, young people and adults

**bacp** | Accredited  
Service

### Also, where appropriate:

- Hypnotherapy for patients, relatives and carers

## What is counselling/psychotherapy?

Counselling and psychotherapy are what are known as 'talking therapies'. This means that you spend time with a therapist who will listen to you, discuss issues that are causing you difficulty and help you find a way forward.

The purpose of counselling is to help people bring about positive change to improve a person's overall wellbeing.

## How does it work?

Discussions in therapy are confidential, private and purposeful. Having time to think about your concerns with someone who is not involved and is non-judgemental can help you clarify your thoughts and feelings and explore your life choices.

## What happens in sessions?

The therapist will discuss with you what you want to gain from the sessions and agree specific goals.

Alongside the counselling, you may be offered hypnotherapy or different ways of working with issues that may arise in therapy.

## Counselling may be helpful if you...

- Feel anxious, stressed, worried or fearful
- experience panic attacks
- feel low or depressed
- have lost confidence
- have difficulty coping with changes brought about by illness or treatments
- are anxious about a loved one who is ill

## Confidentiality

Anything discussed in sessions will remain confidential unless you are at risk of harm to yourself or others. This will be explained more fully at your first appointment.

## How long do the sessions take?

Each counselling session lasts approximately 50 minutes. They are usually held weekly for up to six weeks, though we will work around this if you have hospital appointments etc.

## What if I cannot attend a session?

Please let us know as soon as possible so that we can offer the appointment time to someone else.

## Who can access this service?

Counselling is available to people within the local community who are registered with a Rossendale GP. Services can be accessed by people who have cancer or other life-limiting illness. Family members and carers who are affected by their loved one's illness can also access the service.

## Pre and Post Bereavement Counselling

When your loved one is terminally ill or has died, the hospice offers bereavement counselling to adults, children and young people. This service is available to anyone within the Rossendale community and is free of charge.

## Bereaved by Suicide

We provide emotional support as soon as possible to those bereaved by suicide.

Our counselling services are available to anyone within the Rossendale community and is free of charge.

## Additional Information

Our counsellors/psychotherapists are highly qualified, experienced and fully insured. They are registered or accredited members of the British Association for Counselling & Psychotherapy (BACP) and work to the BACP Ethical Framework for the Counselling Professions.

## Face to face or Telephone counselling?

Telephone counselling was introduced during the pandemic and has proved to be a very effective way of delivering therapy. Face to face sessions have recommenced at the hospice but telephone counselling can be a better option for people who find it difficult to attend in person.

## What clients have said:

"I wasn't sure about coming to the hospice as I didn't think it would help. Actually, I was wrong. It has been fantastic and I am very thankful."

"I am not very comfortable meeting new people, don't even like seeing the GP so using the telephone really suited me."

"It has given me the means to help myself in the future. Very helpful, thank you so much"

"I feel more positive. I feel more thankful for the things I have in my life and I've started thinking more about what I actually need myself."

"Feel I probably talked more on the phone than I might have done face to face. Fitted in perfectly around my work/home life."

