

## We welcome your comments

Please contact the Day Therapy Staff if you have any comments or suggestions to make about the information contained within this Leaflet or you would like this leaflet in another format or language.

## To make a complaint

We hope that you will not have any reason to make a complaint about the Hospice but if you do, please speak to a Nurse on duty at the time or ask to speak to the Manager.

For a copy of our Complaints Procedure, please ask a member of staff.

If you would like to discuss your concerns with someone please contact a member of the Family Support Team 01706 253633.

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

Registered Charity No. 1008228

## Your personal information

The information you give us may be recorded on both computer and paper record.

Rossendale Hospice is committed to data protection and we will take great care to ensure your data is properly looked after. We aim to comply with current legislation, NHS codes of practice and professional codes of conduct. If you have any concerns regarding the use of your medical or personal information please speak to a member of the Hospice team.

## Referral procedure

Referrals can be self made or made by any healthcare professional.

## To book an appointment

**please contact us on:**

**Telephone: 01706 253637**

**Fax number: 01706 222712**

Monday to Friday 08.30am - 4.30pm  
or leave a message on the answer machine.

## Cost

There is no charge for these services although donations can be made if you wish.

As a BACP Accredited Counselling and Psychotherapy Service we are bound by the Ethical Framework for the Counselling Professions.



# counselling

at Rossendale Hospice



BACP Accredited Counselling/  
Psychotherapy Service

# Counselling - also known as 'therapy' - is specific time set aside on an agreed date when you and your counsellor can look at issues which are causing you difficulty in your life.

Counselling provides a 'safe' space, which is private, confidential and uninterrupted and it gives you the opportunity to gain emotional support and practical guidance at a challenging time in your life.

## What counselling is / is not...

Counselling is not about giving advice or opinions and it is not just a friendly chat, discussing the week's events as you would with a friend or family member, who each would probably have their own opinion about the issues discussed.

A counsellor is an impartial professional who will listen to you non-judgementally and is able to work with your emotions whilst not getting emotional themselves. The therapist helps you develop greater understanding of yourself and others, helps you gain a clearer focus on your problems and find solutions.

## How can counselling help?

When facing a diagnosis of cancer or another life changing illness, you may find that you struggle to cope. You may feel overwhelmed by concerns about the diagnosis or treatment and by worries about the future.

Counselling can help you explore these concerns and find new ways of coping and making desired changes.

### Therapy can be effective in many different ways but can generally be helpful in dealing with:

- Coping with the stress of treatment and disruption to normal life
- Managing anxiety and depression
- Issues of loss connected with health and/or physical changes
- Coping with unexpected changes that arise as a result of illness and treatment, such as early menopause or loss of fertility
- interruptions to or loss of career
- loss of self confidence
- Fears about the future
- Relationship problems caused by the strain of prolonged illness and treatment
- Adjustment to living with cancer or other life-limiting illness.

## What happens in a session & when are they?

Each counselling session lasts approximately 50 minutes.

Sessions are usually held weekly but may be spaced out to accommodate treatment schedules / hospital appointments etc.

Some people use the whole of the time for 'talking therapy' but others find other approaches helpful (see below).

Generally we offer six sessions initially, though more may be available, at the discretion of the therapist, if they would be beneficial. Session times and goals for therapy will be discussed and agreed at the first session.

Anything discussed in sessions will remain confidential unless the therapist is concerned that you are at risk of causing harm to yourself or others. In that circumstance, we may have to break confidentiality and may seek advice, with your consent if appropriate and possible.

## Who can have counselling sessions?

Counselling is available for patients known to Rossendale Hospice and for those within the community who have cancer or another life limiting illness. After discussion and where it is appropriate, we may offer patients other psychological interventions, such as:

- **Hypnotherapy**
- **Mindfulness Skills training**
- **Emotional Freedom Technique (EFT)**

We also offer counselling support to family members, carers and close friends who are affected by their loved one's illness.

Additionally, we offer **pre and post bereavement counselling** for children, young people and adults who live within the Rossendale community.

Our counsellors are highly qualified and experienced psychotherapists and are accredited/registered members of the British Association for Counselling and Psychotherapy (BACP).

