

Cancellations

Your counsellor will agree meeting times with you in advance. If you are unable to attend an appointment it is important that you let us know.

Please leave a message with support staff at the appropriate venue.

Grays venue:

Thurrock Mind 01375 391411

Basildon venue:

St. Luke's Hospice 01268 524973

Please help us by letting us know the **name of your counsellor and the day of the appointment** you are cancelling. If you have several appointments booked, we will assume you will be attending the next scheduled appointment unless you advise us otherwise.

Please note that we cannot provide practical help with cleaning, shopping or looking after children.

Concerns

If you have any concerns or questions about the service we offer, please discuss these firstly with your counsellor/support volunteer. If you wish for further clarification you may contact our Service Co-ordinator on 01375 648179



Macmillan Dove Community Bereavement Service

Service Co-ordinator
St Luke's House,
22 Lampits Hill,
Corringham,
Essex SS17 9AL

Tel: **01375 648179**

Fax: 01375 648181

macmillandove@stlukeshouse.org.uk
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Macmillan Dove Community Bereavement Service



*St. Luke's
Hospice*



*Thurrock
Mind*

Counselling & Bereavement Support



**WE ARE
MACMILLAN.
CANCER SUPPORT**



For better
mental health
Affiliated Local Association

About the Service

Macmillan Dove Community Bereavement Service is a joint initiative between St Luke's Hospice and Thurrock Mind, supported by Macmillan Cancer Support.

This free service aims to support patients receiving palliative care and their families, resident in Basildon and Thurrock Districts.

Primarily our funding is to provide support for those bereaved by cancer, however we endeavour to provide support for non-cancer related palliative care referrals.

Counselling

Counselling is an opportunity for you to explore your feelings, thoughts and memories or whatever is foremost in your mind. You may have been offered individual sessions or sessions along with your spouse/partner.

Once you start counselling you will meet with your counsellor weekly for a 50 minute session, your appointment will usually be at the same time each week. It is important that you are punctual because being late cuts down on the time available to you.

One to One Support

You may have been offered individual sessions at one of our venues, or at home in special circumstances. In the first instance we offer 6 to 10 sessions. Your counsellor/bereavement support volunteer will discuss this with you and you will be able to plan times and dates together.

Attending a group

Reviewing your feelings can be an important step in understanding your grief. There may be a time after your bereavement when it is comforting to be with others who are bereaved.

Although each person attending a group is bereaved, they may grieve in a different way to yourself. There is no standard way of grieving, we are all individuals and have our own particular way of grieving influenced by life experience, personality, culture and belief system.

We aim to create a supportive environment for all those attending.

Commitment

Counselling requires hard work and commitment on your part, but is often found to be helpful.

Counselling can be a challenging process and peoples' reactions may vary. Sometimes people feel relief at sharing their feelings and feel that further sessions are not necessary. Others may feel unsettled as they discuss difficult issues and become anxious about continuing. Whatever your experience it is worth discussing your thoughts and feelings with your counsellor rather than not attending or cancelling your appointment.

Confidentiality

Our aim is to provide a suitable environment in which you may share your personal experiences. Understanding the limits of confidentiality is an important step in forming a therapeutic relationship with your counsellor.

During your initial assessment confidentiality boundaries will have been established. Your counsellor will restate these boundaries at your first meeting. In the unlikely event that you reveal information that leads your counsellor to believe that either you or other people are in danger, they may be required to share this information with a third party. Whenever possible this will be discussed with you first.

Finally, your counsellor/bereavement support volunteer will be working within an organisation that has established codes of ethics and practice. These codes require that they receive regular supervision to ensure that they maintain confidentiality and the highest standards of work.

Cost

Counselling sessions are provided free of charge.

Evaluation

On completion of your counselling we will give you an evaluation form. We would welcome your comments to enable us to further develop the help and support given by the service. This form is confidential and a SAE will be provided for your use.

Mobile phones/Interruptions

We endeavour to provide an environment without interruptions or distractions. Please help us to maintain this by turning your mobile phone/television/radio etc off during sessions and set aside some uninterrupted time.