

Counselling Service

The Counselling Service is part of Primrose's Family Support Service. It offers a range of supportive services to patients with life-limiting illnesses and their carers, family and friends.

What is Counselling?

Most people have times in their lives when they have difficulty coping. Counselling provides an opportunity to discuss and explore confusing thoughts and can be especially helpful at a time when we are affected by serious illness or loss.

Initial Assessment

Once you have made contact, or have been referred into the service, you will be invited in for an assessment. This session usually takes an hour.

During this visit you will be asked some questions which will help us decide upon the best way to support you. You will also be given the opportunity to ask any questions that you might have.

If you have a difficulty with transport, please ring us on the number overleaf to discuss your needs.

Accreditation

Primrose is proud to be an organisational member of the British Association of Counselling and Psychotherapy (BACP). BACP is the largest organisation overseeing the accreditation and registration of counsellors and psychotherapists in the UK.



Confidentiality

Records of all patients and clients, including those receiving counselling, are held on an electronic notes system and shared, where necessary, with other healthcare professionals. This may, on occasions, involve other parts of the Palliative Care Service in Worcestershire.

Usually counselling records are restricted to the team at Primrose and details of what has been said during sessions remains private. Exceptions to this may occur if the counsellor felt someone was at risk of harm or, in certain circumstances, where the counsellor is required by law or Hospice policy to disclose information.

If members of the healthcare team are involved in your care, or the care of someone close to you, it is important that those professionals are aware of your emotional health, and any particular concerns that are being addressed and whether counselling has helped.

Any information sharing is always done with the best interests of the client. The limits of confidentiality will be explained to you in detail when you begin your counselling sessions.

You may want to talk through the services offered in this leaflet. To be referred to the Counselling Service, please contact your GP or contact the service directly on 01527 871051 (between 9am and 5pm) and ask to speak to a member of the Family Support Team.



For more information

01527 871051
primrosehospice.org
info@primrosehospice.org

Primrose Hospice, St. Godwalds Road, Bromsgrove B60 3BW
Registered charity number 700272

