

Family Support Service

The stress of dealing with a life threatening illness raises many emotions. Sometimes people need to talk through their feelings with someone outside of their immediate family or close circle of friends. The Family Support Team offers an empathetic ear to support people on their journey through different stages of their, or their loved one's life-limiting illness.

The Family Support Team is made up of a number of volunteers, all of whom have received training in listening to and supporting people. The volunteers see people in their own homes, or in our Coppice Centre here at Primrose, if they prefer. Our service can work with individuals or support the family together.

Each person will have different needs. People may experience a number of different feelings, such as disbelief, shock, anger, grief, fear, sadness and worry about the future. Being able to talk to a Family Support Worker may help you gain a better understanding of what you are feeling.

The Support Worker will give you time to talk through concerns. They will help you to understand the impact that caring, or being cared for, can have on your everyday life, and explore ways of coping.



Memories are very special. They are unique to each person but ours to recall whenever we choose. Memories are in the mind, but there can be other memories too – ones that we can plan to leave behind when we go. One way of achieving this is to make a Memory Box.



A Memory Box is a simple box, into which can be placed any item which you feel will bring special memories to mind.

You can help build memories for your loved ones that they will always have. You can sort through photographs, and include small tokens which have a sentimental meaning and value. You can also include cards and letters for the future, or even make an audio or video recording.



The possessions in the box are not family property to be shared with others. They can mourn in their own time and in their own way without necessarily involving others.

You may want to talk through some or all of the services offered in this leaflet. To be referred to the Family Support Service, please contact your GP or contact the service directly on 01527 889799, (between 9am and 5pm) and ask to speak to the Family Support Team Leader.

For more information

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