

## What happens next?

A member of the Family Support team will be in contact with you once a referral has been made.

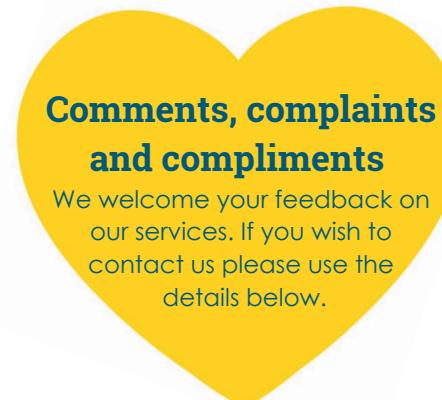
We aim to arrange an assessment for you within two weeks and from this we will agree which services we consider would be most helpful to you.

There is sometimes a wait for some of our services e.g. counselling or some of our specific group support, but your name will be placed on a waiting list and we will contact you as soon as we can.

## Any questions?

Primrose Hospice's Family Support Team are more than happy to talk to you if you have any questions or comments.

You can call the team on 01527 889799 during office hours Monday to Friday 9am to 5pm.



For more information:  
[primrosehospice.org](http://primrosehospice.org)  
01527 889799



Primrose Hospice, St Godwald's Road, Bromsgrove, B60 3BW

Registered charity number: 700272

## How can I access Family Support Services?

If you are interested in receiving support from Primrose Hospice Family Support Services you can refer yourself to our service via phone: 01527 889799

Alternatively, you can ask any education, social care or healthcare professional to make a referral on your behalf.

You can read more about our Family Support Services on our website: [www.primrosehospice.org](http://www.primrosehospice.org)

## Where to find Primrose Hospice Family Support Centre

- ♥ Primrose Hospice, St Godwald's Road, Bromsgrove, B60 3BW
- ♥ Free parking available
- ♥ To contact Primrose Hospice's Family Support team please call: 01527 889799

### Map



# Primrose Hospice Family Support Centre



Our Primrose Hospice Family Support Centre is here for you and your family to support you through what may be a difficult time.

We offer a range of one to one sessions and group support for all ages.

Our friendly Family Support team will provide you with support and advice for all your family to deal with difficult situations or decisions.

# What support is available?

Our Family Support service is led by a qualified social worker and we have regular MA and BA student social work students on placement.

## Counselling



- Our counselling service is available to patients and families who are experiencing a life-limiting illness or who are bereaved.
- We also offer a bereavement service for anyone experiencing an unexpected death in the last three years.
- You will receive one to one support with one of our volunteer counsellors. You will have the same counsellor, weekly, initially for 6 weeks but this can be increased to 12 weeks.
- We are BACP (British Association of Counselling and Psychotherapy) accredited since 2011.



## Family Support

- Our Family Support is available where counselling is not appropriate (for example, you feel you can't commit to weekly sessions or counselling level of support is not required).
- We have a team of adult family support volunteers who support people at Primrose Hospice and in their own homes either face to face or by phone.



## Children & Young People



- This service is available to children and young people (5-18) who are grieving or when a loved one has a life-limiting illness. We can support children under five alongside their parent/carer.
- We also offer a bereavement service for anyone experiencing an unexpected death.
- We can support children under five through their parents.
- Our team will assess the person's needs and they will be offered one to one support or groups support or both.
- Our one to one sessions will often be activity based depending on the age of the child.

## Living Well Service



- Our Living Well service aims to improve your wellbeing and quality of life. Groups are available including Art, Yoga and Crafts and Therapeutic Singing.
- Our team of fully qualified therapists offer 1:1 sessions for patients and families. Therapies available include reflexology, reiki and hypnotherapy, these therapies can help with relief from symptoms, pain or the effects of treatment.
- Each person is fully assessed and the best therapy is decided with a treatment plan is drawn up.



## Benefits Advice

- Patients and families can be supported through benefits, housing, employment, debt and bereavement issues.
- Our Benefits Adviser can also provide assistance and advice on Lasting Power of Attorney and funerals.
- An assessment can be carried out to ensure that the person is receiving all the benefits they are entitled to. The Benefits Adviser is also on hand to assist with applications.

## Group Support

- Group support can be very helpful and within Family Support we have a variety of regular groups. The main purpose of a group is to provide a safe environment for discussion and mutual support with others who have similar experiences.
- Our group support includes both before and after bereavement for both adults and children.
- We also offer several Living Well groups including yoga.



## Clinical Services

Our Family Support Team work closely with our Clinical Team to ensure we are offering a holistic approach to your care and support.

Our Clinical services include Day Hospice, Nurse Led Clinics, Physiotherapy and Spiritual and Emotional support.

If you could support us,  
please consider  
donating today:



All of our services are provided **free** of charge  
thanks to the support  
of our local community  
and volunteers

T: 01527 889799  
primrosehospice.org