

## Confidentiality statement

No information will be disclosed to any other person outside of the service or agency without prior agreement from you except in a situation where the law or local authority requires it, or if your support worker believes that you may be at risk either to yourself or to others. This will be agreed and discussed with you on your first session with the bereavement support worker.

Your support worker also receives professional supervision of his/her work with you. This is to monitor what he/she does and is a professional requirement. He/she will discuss the nature of your work together but you will be identified ONLY by your first name, and no other identifiable personal information will be disclosed.

## Code of ethics

All bereavement support workers are positively vetted by the Criminal Records Bureau to work with children and adults in vulnerable situations, and trained to work with bereaved clients in a palliative care setting.

The hospice bereavement service works within the boundaries and guidance of the British Association of Counselling and Psychotherapy's 'Ethical Framework for Good Practice in Counselling and Psychotherapy'.

This framework can be viewed at anytime by visiting:  
[http://www.bacp.co.uk/ethical\\_framework/](http://www.bacp.co.uk/ethical_framework/)

A copy is also available to view from the hospice bereavement service upon request.



## About Saint Francis Hospice

Saint Francis Hospice is a registered charity. We rely on the financial support of our community to keep providing world class care free of charge to patients and their families.

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Registered Charity No. 275913

saint  
francis  
hospice



living with dignity

# Bereavement Support guide



## Introduction

You have recently agreed to meet with a member of our bereavement service team. This may be because you are distressed, anxious or just need to talk to someone outside your current situation following a bereavement.

This leaflet helps you understand what to expect from our bereavement service.

## Bereavement service team

Our bereavement service team are volunteer support workers who have been trained to help people deal with issues specifically related to bereavement. We help people of all ages with all kinds of bereavement related difficulties, whether these be short or long term.

The bereavement support workers may use various counselling skills and techniques to support you, and initially you would have been telephoned and asked some questions, the answers to which will be shared with your support worker prior to your first meeting.

## First meeting

The bereavement support worker will contact you to arrange your first meeting, either in our counselling suite at the hospice or in your home.

You will be given the opportunity to talk about your current situation, it is an opportunity to talk about your fears, how you feel or explore any problems that you may have as a result of your bereavement.

Our support worker will advise you of our service policies and procedures, some of which are detailed in this leaflet, so you know what you can expect, and what we expect from you.

## Procedures

Your support worker is: \_\_\_\_\_

Your support worker will agree with you how often you will meet, and at a time that is mutually convenient to you both. It might be that you only meet once or you may meet regularly over a number of weeks. Our support workers are trained volunteers who give their time to the bereavement service and will work with you for as long as support is needed, there is no charge to you for this service.

Sometimes bereavement support can be difficult and you may feel that you want to leave or not come back.

Should you wish to do this it is important to let your support worker know in order that you can talk together about your feelings.

## Leaving messages/cancellations

If you do not notify us that you will not be attending your session we will write to you to confirm your next appointment. If you fail to attend for two consecutive appointments, without notice, you may be put back on the waiting list and your time slot reallocated.

Frequent cancellations will be reviewed by our support worker. He/she will try to identify the reasons behind cancellation of the sessions.

## Feedback

Once you have finished seeing your support worker, you may be sent a questionnaire, which we would ask you to fill in and return. This is valuable evaluation feedback for the service, remains confidential and anonymous and is used to gather statistical data only.

## Donations

Saint Francis Hospice does not charge or expect payment for bereavement support, however donations to support the organisation are always welcome. If you wish to make a donation please see overleaf.

## What you can expect

- ☀ A relaxed and private environment in which to meet
- ☀ An opportunity to discuss your concerns in a non-judgemental environment where you will be respected regardless of your race, culture, gender, religion, sexual orientation, age or any disability
- ☀ A professional service based upon the principles of the Saint Francis Hospice Confidentiality Policy
- ☀ A trained bereavement support worker who has completed our own training course in bereavement support and may have attended other professional training courses in relation to support work or counselling

## What we ask of you

- ☀ You attend your session at the appointed time
- ☀ You let us know if you are unable to attend a session and as far as possible give us 24 hours notice
- ☀ You are aware that you are not wasting your support worker's time, if you are worried about something it is worth talking about it
- ☀ That you refrain from any abusive language or behaviour