

# Emotional and practical support

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Information for patients and families

**At Ashgate Hospice, we have a highly skilled Supportive Care Service which specialises in supporting patients, families and loved ones as they approach the end of their lives.**

**We are here to listen to your concerns and provide support tailored to your individual needs.**



## **How to access the Supportive Care Service**

Our Supportive Care Service is available to all those who are affected by a life-limiting illness. This includes the patient and those around them.

The individual diagnosed with a life-limiting illness must be registered with a North Derbyshire GP.

If you are a patient or loved one and would like to access our services, you can be referred by a healthcare professional, for example, your GP.

Alternatively, you can self-refer or be referred by your family and friends, if you have given your consent. Referrals for children are also accepted to this service.

## **How we can help**

### **Social Work**

Our Social Work team is an important part of how we help and is available to all patients, their families and friends.

The team is part of the wider Ashgate Hospice service and offers support to people at home, in the community or onsite at Old Brampton. We help individuals and their families prepare for the end of life by offering a safe space for them to be heard and supported.

Alongside emotional support, our social workers offer a wide range of practical help and signposting. This includes housing, debt, welfare benefits, help at home, liaising with schools or employers. We often work with groups as well as individuals and offer support to children, young people and their parents or carers. We also provide post-bereavement care for those who need additional support.

## Counselling

Our counselling team can help you to explore the situation or issues that you are facing. This can be around illness, bereavement, communicating with loved ones, or any other issues you wish to talk through. Appointments are available during the day and some early evenings throughout the week. Counselling over the phone is also available.



## Children's Services

We support children, young people and their families who are facing the death of a loved one in addition to those who are bereaved.

We offer 1:1 support through conversation, activities and therapeutic interventions, as well as group work with peers living in similar situations. Our support extends to schools and community groups, enabling them to support children and young people dealing with grief and loss.

## Community Development work

We work closely with local communities and agencies to offer a range of support and services that are local and accessible for individuals and their families. Our dedicated bereavement drop-in groups offer a safe and supportive space to share experiences and meet other people who are bereaved.



## Spiritual Care

Our Spiritual Care team specialises in working with individuals who are at the end of their life, their loved ones and their communities.

We offer both extended and short-term interventions to support spiritual and existential concerns for individuals and their families and friends.

We have a Reflections Room at Old Brampton and a Virtual Reflections Room. These allow people to access meditations, religious services, mindfulness sessions and discover ways to improve wellbeing.



For more information, please call **01246 568 801**  
or email **[supportivecareservice@ashgatehospice.org.uk](mailto:supportivecareservice@ashgatehospice.org.uk)**

## Contact

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## Tell us what you think

If you've experienced our services,  
we'd love to hear about it.

If you require this document in an alternative format,  
please contact the Marketing and Communications Team  
at [marcomms@ashgatehospice.org.uk](mailto:marcomms@ashgatehospice.org.uk)

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