

# Living well with Severn Hospice – Patient and Family Support Services



Registered Charity 512394



**Severn  
Hospice**  
here and at home

## How we can help

When someone is diagnosed with a life-limiting illness, everyone around them is affected, often in ways they don't expect.

Caring for a loved one and preparing to say goodbye is incredibly hard. We are here to provide support to help you cope with what is happening and prepare for the future.

Our Patient and Family Support Services team of specialists provide emotional, spiritual and practical support for patients and those close to them.

The team includes palliative care social workers, a spiritual and religious care co-ordinator and bereavement support volunteers.

We offer a safe and confidential space to share fears, hopes and expectations. Our care is not only about your physical wellbeing, it is also about your emotional and spiritual needs.

## Social workers

The social workers in the team have experience in working across health and social care settings and work in partnership with patients and their families, and other professionals, organisations and services. They provide emotional support to patients, carers and family to help them adjust to their situation, this can include planning on how to talk to children about what is happening and future plans.

They can provide practical support, information, advice and signposting to other services. This can include support in accessing appropriate care, at home or elsewhere, whether this is self-funded, via social care or continuing healthcare funding.

They offer support to patients and those closest to them who are worried about how they will cope in new and often unexpected circumstances.

## Spiritual and religious care

Spirituality can be seen to be the heart of who we are, some will put this into a religious framework and for others it is less defined although no less important.

Our spiritual and religious care co-ordinator is available to patients, their relatives and loved ones, whether they have a faith or none. They can help to explore difficult questions.

Illness and loss can have a profound effect, and you may just want someone to listen.

They can facilitate acts of worship or rites if required and also help you if you would like people from your own faith group or a religious representative to visit.

## Bereavement support

We are here to help adults and children both before and after bereavement. Our team of trained and specialist bereavement support volunteers provide emotional support for family members and carers of anyone who has died in our care. This support can be offered on an individual basis or within a group.

The team recognise the difficulties people face when someone is seriously ill or when a loved one has died. We give people the time and space they need to talk about their worries and concerns when circumstances are changing or have changed and help them to explore coping strategies.

We also run special group support sessions – our bereavement hubs – where an informal setting and a safe space can allow for more open discussion about death and bereavement.

The Patient and Family Support Service is here for you at both our Telford and Shrewsbury hospice sites.

## Sanctuary

We have quiet reflective spaces in our Sanctuaries at Apley and Bicton.

They are peaceful places overlooking our beautiful gardens where you can spend quality time.

They are available to everyone, at any time whether you are staying with us or visiting a relative or friend.

**severnhospice.org.uk**



**Shrewsbury**

Bicton Heath SY3 8HS  
01743 236565



**Telford**

Apley Castle TF1 6RH  
01952 221350