

## Bereavement Support

There is no right or wrong way to grieve. Each person's grief is unique to them. We at St Andrew's Hospice recognise that many people cope well with their grief through the support of family and friends, however others have found it helpful to have someone from outside their family and circle of friends to speak with about their feelings and sense of loss.

Bereavement support is offered to all families who have been referred to St Andrew's Hospice; they may then decide whether or not they need support. If contact has not already been made, relatives are contacted by letter six weeks after the bereavement and offered the opportunity for support.

After six months, they are contacted once more inviting them to a memorial service, where if necessary, they can be reminded of the offer of support.

**At St Andrew's Hospice, bereavement support is available to the people of Lanarkshire.**

The bereavement service has been set up and developed to offer confidential support and counselling for people who have experienced bereavement. Our services are also for children who have lost a parent or grandparent.

Grieving is a normal process following bereavement. It can affect people in many different ways; emotionally, physically, spiritually and socially.

## Individual Bereavement Support

One-to-one support or counselling by a member of the St Andrew's Hospice Support Services Team is available for both adults and young people.

## Children's Support Service

The Children's Support Service was established in 1996 when Hospice staff identified the need to consider how best to assist grieving children.

Members of the Support Team, specially trained sessional staff and carefully selected and trained volunteers staff the service which takes place each Friday from 4.30pm - 6.00pm

The aims of the service are:

- To provide children with insight into illness and grief and to help them put this into the perspective of a general life experience.
- To provide children, families and carers with a safe and inviting place in which to ask questions relevant to their situation.
- To help parents and carers to be more aware of their children's feelings and to deal with them in the most appropriate and sensitive way.

### St Andrew's Hospice

Henderson Street, Airdrie ML6 6DJ

Tel: 01236 766 951

[www.st-andrews-hospice.com](http://www.st-andrews-hospice.com)

St. Andrew's Hospice (Lanarkshire) is a charity registered in Scotland No. SC010159

The Deputy Chief Executive: Governance & Service Development at the Hospice, would welcome any compliments, comments, concerns or complaints you may have about the service.

If you do have a complaint that is not answered to your satisfaction, you can pass this on to the regulator of the Hospice; [Healthcare Improvement Scotland](#) at the following address:



**Healthcare Improvement Scotland**  
Gyle Square, 1 South Gyle Crescent,  
Edinburgh EH12 9EB



## Support Services Patient & Family Support



## Pastoral, Social & Spiritual Care

Support Services personnel at St Andrew's Hospice are part of the multidisciplinary team caring for our patients and their families. The team respond to and address emotional, psychological, social and spiritual needs.

### Social Care

The Hospice Support Workers offer support to patients and relatives in coping with the emotional and practical implications of the patient's illness and prognosis.

This may involve:

- Assisting with a variety of practical needs including; anticipatory care planning, working in partnership with community based staff and other relevant agencies or other hospice professionals to achieve patient goals, identifying carer needs and making referrals to carer support organisations where appropriate.
- Facilitating when necessary and where possible, improved communications between patients and their families and between individual family members.
- Supporting patients and family members coping with anticipatory grief and related issues.

## Spiritual Care

'The Hospice Movement' recognises the need for holistic care - the care of the whole person, body, mind and spirit.

If effective pain and symptom control are to be achieved, facilitating quality of life, then access to psychological and spiritual care are paramount.

Feelings such as isolation, loneliness, fear, abandonment, distrust and grief can sometimes be companions to acute illness.

A contemporary understanding of Spiritual Care:

Contemporary spirituality appears to be based on a number of assumptions - that it is:

- A universal human attribute
- Multifaceted - embracing both the religious and the secular
- Concerned with the ultimate questions surrounding mortality, personhood, transcendence and the meaning of life.

Whilst religion is not the same as spirituality, it remains a primary vehicle for spiritual expression and for some, culture and spirituality are inextricably linked to the language and practice of religion.

St Andrew's Hospice is open to all, without distinction of race, gender and creed.

Patients therefore, have a wide range of beliefs and values that must be respected.

Spirituality is concerned with the dimensions of self, others and the cosmos - and the ontological questions of life:

- Who am I?
- Who are we?
- Why are we here?

Among the basic spiritual needs that might be addressed within the normal, daily activity of healthcare are:

- The need to give and receive love
- The need to be understood
- The need to be valued as a human being
- The need for forgiveness, hope and trust
- The need to explore beliefs and values
- The need to express feelings honestly
- The need to find meaning and purpose in life

Some patients will obtain comfort from the regular religious services held in the Hospice Chapel. The Tranquility Room is also available for personal reflection.

Spiritual care can assist our patients to maintain or re-establish trust, strength and hope and to continue to demonstrate the dignity and uniqueness of their lives.

All staff at St Andrew's Hospice try to give assistance in these matters, supported by the Spiritual Care Team.