



Counselling and Psychological Support Service

Supporting you and your family

loros.co.uk

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*
and *your family*

Some of your questions answered...

What is LOROS?

LOROS Hospice is a local charity and every year we care for over 2,500 people across Leicester, Leicestershire and Rutland. We deliver free, high-quality, compassionate care and support to terminally ill patients, their family and carers.

Emotional and psychological support

A diagnosis of a terminal illness, such as cancer, can be very distressing for you and your loved ones. The emotional and practical challenges ahead may be daunting and can often feel overwhelming, confusing and uncertain. These feelings and anxieties are perfectly normal, while you may prefer to deal with this challenge alone; many people find it helpful to talk to someone outside their friends and family, about their experiences.

If you are a patient, family member or friend you may benefit from emotional and psychological support, especially if you are experiencing high levels of distress or anxiety. Whether you have a terminal diagnosis, have deteriorating health or are coping

with a death in the family, exploring in a therapeutic setting can be helpful.

Emotional and psychological support enables you to talk with a specialist qualified counsellor, who will listen to you and help you or your family make sense of your feelings. We are able to support patients and families at any point from the diagnosis of a terminal illness.

Our counselling and psychological support services team

Our team of counsellors offers everyone who is referred to us an opportunity to explore their own experiences and try to help them make sense of these. We support you to learn to recognise your own resilience and vulnerabilities and to find ways of coping with the wide variety of physical, emotional, relational, and practical challenges which you may face.

Talking to a professional can help you find your way through the painful and otherwise lonely process of grieving. All our counsellors are members of the British Association for Counselling and



Psychotherapy (BACP) and are trained to work with adults individually, as a couple or in groups. All the team are aware of the issues involved in bereavement, loss and grief and have considerable experience in this field of therapy. The team offers you the chance to talk about your feelings and discuss any concerns you may have. This may include:

One-to-one counselling support

We offer one-to-one support with a counsellor at the hospice. Through being listened to in an empathic, compassionate non-judgemental and respectful way, emotional distress and concerns can be expressed both safely and confidentially.

We Offer 8 sessions with a review of therapy for bereavement. Anticipatory grief and patients with a terminal

illness will be dependant on need and the immediacy of the situation.

Group support for carers and families

Experiences of loss, illness and uncertainty can change many aspects of your life. This may lead to you experiencing feelings such as fear and anxiety. Talking to others who are in similar situations and circumstances can provide you with an opportunity to explore these concerns and feelings further, to discover new ways of coping.

What is counselling?

Counselling is a contracted, professional relationship between a counsellor and client. Counselling can provide a space to talk about your experiences, which may enable you to find new ways of coping. Feelings of

sadness, uncertainty, loneliness and bewilderment can make it difficult to deal with everyday life. We offer a safe and non-judgemental environment for you to explore your feelings.

Counselling is an individual experience and counsellors take the time to build a rapport and begin to recognise and validate the emotions that are being felt and find a way for growth and change to happen without expectation, but with knowledge and understanding of bereavement and complex grief.

This can be a challenging and powerful process, but it does enable space to grieve, and learn about the existential process of grief and bereavement.

Is counselling for me?

We have many clients who come to us wondering if counselling is right for them.

These following thoughts may help you to think differently and allow you to find out for yourself.

“I thought I would give it a try; I never thought it would help me as much as it has, thank you LOROS.” Lyn.

“A very poor experience of counselling some years ago left me with the view that counselling was not for me. However after my

beloved husband died in LOROS I found myself in some need of help. I decided to approach LOROS and took up their offer of counselling, in spite of past reservations. The experience this time did not disappoint. There were so many things in my head that I could not talk about to my family for fear of hurting them any more than they already hurt. LOROS counselling gave me a chance to open up completely. Thank you LOROS.” Christine.

Who can refer me to the LOROS counselling and psychological support services team

GP's, specialist nurses, LOROS staff and other health care professionals can refer you. Our referral criteria is available at www.loros.co.uk

How long will I have to wait for an appointment?

We aim to make initial telephone contact within seven days of receiving a referral, and you should be seen by one of the counselling team within twelve weeks.

The team is available Monday to Friday, from 8am to 5pm (except bank holidays). Other weekday appointments may be possible outside of these hours, by prior arrangement.



Where will I be seen?

Sessions usually take place in one of the counselling rooms at the Hospice, but in some circumstances may take place by telephone or video link.

Telephone and video counselling offers individuals the same level of support and confidentiality as a face-to-face meeting with a counsellor, but also offers solutions to some of the difficulties associated with attending counselling in person, such as accessibility, convenience or flexibility.

How long will the sessions last and how many will I need?

Counselling sessions last for 50-60 minutes at the Hospice and usually take place either once a week or once a fortnight. You may need a number of sessions, but sometimes one or two are enough. We are a flexible service and the number and regularity of sessions will be discussed and arranged on an individual basis. LOROS does not provide long-term therapy.

Is it possible to find out more about counselling and the service?

Yes. To find out more please ring the Counselling Service on (0116) 231 8407.

This leaflet is updated regularly. For the most up-to-date information please visit loros.co.uk/care

In case of comments or complaints, please contact:

Chief Executive, or Director of Patient Services & Clinical Quality, LOROS,
Groby Road, Leicester LE3 9QE
Care Quality Commission, East Midlands Office, Citygate, Gallowgate,
Newcastle Upon Tyne NE1 4PA

Alternative language copies available

LOROS Hospice is dedicated to ensuring that equality and diversity is at the heart of all our activities.

If you need this information in your own language, please contact the PA to our Patient Experience Lead on 0116 231 8435

જો તમને આ માહિતીની અન્ય ભાષા અથવા સ્વરૂપમાં આવશ્યકતા હોય તો કૃપા કરી ટેલીફોન નંબર 0116 231 8435 પર Patient Experience Lead PA (પેશન્ટ એક્સપેરીયન્સ લીડ પીએ) નો સંપર્ક કરો

Jeżeli chcieliby Państwo otrzymać niniejsze informacje w tłumaczeniu na język obcy lub w innym formacie, prosimy skontaktować się z PA Zespołu Patient Experience pod numerem telefonu 0116 231 8435.

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਪ੍ਰਾਚੁਪ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਵਿਰਧਾ ਕਰਕੇ ਰੋਗੀ ਅਨੁਭਵ ਪ੍ਰਤੀਨਿਧੀ PA ਨਾਲ 0116 231.8435 ਟੈਲੀਫੋਨ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

Haddii aad ku dooneyso macluumaadkan luqad kale ama habeyn kale fadlan la soo xiriiri Hogaan Bukaanka Waayo-aragga PA taleefoon nambarka 0116 231 8435

আপনি অন্য কোনো ভাষা বা ফরম্যাটে এই তথ্য পেতে চাইলে অনুগ্রহ করে 0116 231 8435 টেলিফোন নম্বরে প্যাসেন্ট এক্সপেরিয়েন্স লিড পিএ-তে যোগাযোগ করুন

اگر آپ کو یہ معلومات کسی اور زبان یا فارمیٹ میں درکار ہوں تو برائے مہربانی پيشنٹ ایکسپیرینس لیڈ کے PA سے اس فون نمبر پر بات کریں 0116 231 8435

LOROS Groby Road, Leicester LE3 9QE

☎ (0116) 231 8407

✉ bereavementsupport@loros.co.uk

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