

Springhill Hospice Counselling Service

Strategy for Addressing Accessibility Limitations

Springhill Hospice Counselling Service is committed to offering an inclusive, free, safe and effective therapeutic services to adult patients and their families where the patient has been diagnosed with a life-limiting condition.

We place our clients' needs at the centre of our service delivery and design, to ensure equitable access without discrimination.

Data Collection and Evaluation

Springhill Hospice posts feedback forms and a freepost envelope to every client following discharge from the service. This includes inviting suggestions for service improvement. We use outcome measures (PHQ-9, GAD-7 & Effect on Life Inventory) to measure the level of distress at the beginning and the end of the counselling process. These feedback forms and outcome measures are reviewed quarterly by our clinical standards team to ensure the needs of clients are being met. Annually the service will survey staff and encourage feedback in relation to potential areas for improvement.

Equality, Diversity and Inclusivity

We endeavour to demonstrate equality, value diversity and ensure inclusion for all clients. We do not discriminate on the basis of age, gender, sexual orientation, religion, ethnicity or disability. We make adjustments to overcome barriers to accessibility, so far as is reasonably possible, for clients of any ability wishing to engage with our service.

We are aware that due to funding limitations we are not able to provide therapy through interpreters, and where English is not a person's first language, we signpost to other services that can facilitate this.

Counsellor recruitment is done in accordance with our equal opportunities policy. We are committed to developing the breadth of our service by increasing the numbers of male and BME counsellors, when possible, and counsellors who may know British Sign Language or speak a second language.

All our qualified counsellors are Registered with the BACP and adhere to the Ethical Framework for the Counselling Professions.

All staff complete mandatory training on equality, diversity and inclusion. Our counsellors recognise when our knowledge of key aspects of our client's background, identity or lifestyle is inadequate and take steps to inform ourselves from other sources.

Service Provision

Springhill Hospice Counselling Service offers free services.

Location: Appointments are based at Springhill Hospice.

Telephone and videoconference appointments: We offer telephone and videoconference appointments for those who may prefer this method and who are suitable.

Availability: We are able to offer appointments between 9am and 5pm. Earlier and later appointments can be accommodated. Our main office hours are Monday to Friday, 9am to 5pm.

Physical Access: Springhill Hospice premises are purpose-built and single level, affording easy access for clients with physical disabilities. There is disabled parking and fully accessible toilet facilities. We can offer home visits if clients are housebound.

Client choice: Each client is able to express their preference regarding:

- the time and day of their regular appointment
- their preferred method, face-to-face, telephone or video depending on suitability. We also offer outdoor therapy.
- whether they are happy to be seen by a trainee or a fully qualified counsellor

Service promotion

We are well known to local GPs and other health professionals in Heywood, Middleton and Rochdale. We continue to promote the service via the Springhill Hospice website, social media and engaging in networking opportunities.

Future Service Developments

We are looking at how we can further develop our service to meet the needs of clients e.g. Ecotherapy Group programme.

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