



## **SPRINGHILL HOSPICE COUNSELLING SERVICE STRATEGY 2017/20**

Springhill Hospice (Rochdale) provides counselling services to adult patients and their families where the patient has been diagnosed with a life-limiting illness. The Counselling Service strategy sets out a vision of service in terms of future service development, acknowledging and addressing any limitations of the service:

### **Equality and Diversity**

Springhill Hospice believes in providing equity in its services, in treating people fairly with respect and dignity and in valuing diversity, both as a health services provider and as an employer. The Springhill Counselling service will continue to ensure that all clients referred to the service receive the best possible palliative care services that are accessible and are delivered in a way that respects the diversity of the individual. All steps will be taken to ensure referred clients have appropriate access to the service. The Hospice premises are purpose-built and afford easy access for clients with physical disabilities; Home visits will be offered where clients can not access the service at the Hospice; Translation services are utilised for clients where English is not their first language. We have 'satellite sites' across the Borough where Counselling and Bereavement services are offered in an appropriate place closer to the client's home

### **Equity of Access**

Counselling services are limited in respect of the services commissioned for the provision of counselling to adult clients where the client or their carer/family member is affected by the diagnosis of a life-limiting illness. Where clients who have been referred to the service do not meet the specific criteria they will be immediately sign-posted to alternative available services relevant to their needs. The specific counselling needs of children and young people, for example and for those affected by drug and alcohol issues are best met by the skills of other teams.

### **Future Service Developments**

Bereavement services delivered by the Springhill Counselling service are currently only available to adults clients. Due to the lack of timely local support for young people and children we are exploring how we might be able to offer this client group anticipatory grief and bereavement support within our own service. We are considering what extra training, resources and policy changes we would need to make this possible. We would like to be able to offer this support to the children of our patients and their wider relatives.

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