



SPRINGHILL HOSPICE COUNSELLING SERVICE STRATEGY 2019/2020

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 the service in terms of future service developments, 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. Where English is not a person's first language we signpost to another service. We have developed "satellite sites" across the Borough where counselling and bereavement services will be offered in an appropriate place closer to the clients' 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 signposted 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 or other specialized teams.

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 cannot access the service at the Hospice.

Future Service Developments

Bereavement services delivered by the Springhill Counselling service have always been progressive and creative in developing their service – looking forward we are looking at how we can develop our service to meet the needs of particular bereaved groups e.g. loss of a child, loss by suicide and a support group for men.

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www.springhill.org.uk

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