

In their role, our social workers manage complex and critical cases and liaise with other agencies to achieve the best possible outcomes. They work as part of our Multi-Disciplinary team, which includes our medical and nursing staff, to support patients and families in a holistic and effective way.

Contact

You can contact the team by calling:

01793 813355

Monday to Friday, 9am - 5pm

Your information and how we use it

For us to provide our services, we need to hold some information about you. For more details on the information we record and how we use it, visit www.prospect-hospice.net/information.

Valuing your views

We understand that even the smallest things can make the biggest difference. Your thoughts and views are important to us, and we would appreciate your feedback on any aspect of our service.

You can do this by contacting us directly on **01793 813355** and asking for **Jo Hyde, Clinical Lead - Family Support Team**.

Alternatively you can complete an online questionnaire by visiting www.prospect-hospice.net/feedback.

Prospect Hospice

President HRH The Duchess of Cornwall

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Prospect Hospice Ltd. Registered Charity No. 280093
Company Registration in England No. 1494909

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Here for you...

Family Support

How Prospect Hospice can help those people closest to you



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Registered Charity Number 280093

Most of the patients that we meet and support have a family who are involved in their care. That's why we have a service dedicated to helping people who are affected by the diagnosis of a life-limiting illness within the family – people just like you. This service is run by our Family Support team.

Over many years we have met thousands of people who care for their loved ones who are also our patients. Understandably they are often anxious and concerned about the new circumstances they find themselves in, and can find themselves facing emotional, practical and financial difficulties. That's when the Family Support team can help you see clearly when things can seem confused.

Our Family Support team includes skilled, experienced social workers, dedicated staff who work alongside carers, and a welfare and benefits adviser. They can offer you a broad range of support, working with you in your home, at the hospice in Wroughton and at our outreach centre at Savernake Hospital in Marlborough.

How can the Family Support team help?

The skills and experience of the Family Support team can help you in a variety of ways.

Every family is different from another. They are diverse, complex and unique. Sometimes relationships within a family can be difficult. Often, when we're asked to do so we will seek to help.

We know that when patients are new to our services they may feel lonely and overwhelmed. When patients, families and carers learn of a diagnosis, there is a period of time when people often feel unable to function effectively. This is where our team can support and reassure families and those important to them. We can offer a space to talk through what is important to you and help explore any difficult feelings or concerns that may have arisen.

Our team are skilled in supporting the needs of children and young people, and we can provide materials to support them through a loved one's illness, and beyond that into bereavement. Please ask a member of the team about how we can help the younger members of your family through difficult times.

The team can also offer advocacy support for patients, helping them with their decisions around their needs, their care and their rights. When it's required, they will act on behalf of patients to help them to make the right decisions for them during their care.

Welfare Benefits Advice

We have a Welfare Benefits Advisor as part of the team, and they can:

- Advise you on the benefits that might be available to you and your family, offering practical help in how to access these and signposting you to other agencies that might be able to support you
- Offer support in accessing grants and other disability entitlements
- Help you access appropriate bereavement benefits if you are eligible for them

Carers Support Services

Being a carer can sometimes be a bewildering experience, so we look to offer opportunities for carers to develop the skills and confidence to help them with their new role as a carer. This can help lessen the sense of isolation that people who are new to caring can feel.

Bereavement Support

Our care for the families and friends of our patients carries on into bereavement for many of the families we meet. Again, when the time feels appropriate for you, ask our team about our bereavement services.

Social Work

There are several specialist social workers in the Family Support team, assessing and reviewing the needs of patients, carers and their families.