Our values
We have worked closely with our patients, families, staff and volunteers to define what is most important to all of us, the values that we hold dear and underpin all of the work we do here at the hospice.

We believe in:

• Care and compassion for our patients and families
• Everyone feeling valued as part of the hospice team
• Fairness and integrity
• Dignity and respect
• Striving for excellence

Comments, suggestions and complaints
Our team at The Prince & Princess of Wales Hospice is committed to providing a quality service. Your views on our care and support are very important to us and help us achieve continuous improvement and development.

If you or your family and friends have any suggestions about how the hospice services can be improved, please complete our comments, suggestions and complaints form which is available at the hospice.

Any complaints will be handled with the utmost confidentiality and will be acknowledged in writing within two working days. Options include discussing any concerns with the director of clinical services or writing directly to the chief executive. If the complaint has not been resolved satisfactorily, you may contact Healthcare Improvement Scotland for advice, www.healthcareimprovementscotland.org.

All details are on the comments, suggestions and complaints form which can be picked up in the hospice or is on our website.
Who we are

The Prince & Princess of Wales Hospice provides specialised palliative care to people who have a life-limiting illness and their families. This support is offered at home, but can also be at an outpatient clinic or day services or as an inpatient.

As an integral part of the hospice, the family support services team is made up of a range of professionals including social workers, counsellors and chaplains.

We provide care and support to children and young people and their families through our Butterfly Service which has been supporting families since 2009.

Initial contact

We provide a confidential support service for your child/young person. Once you are in agreement for a referral to be made to our service, we will meet with you and your child or young person at an appropriate time and place.

If you are all in agreement with taking the referral forward an allocated counsellor or therapist will be in touch to meet with you as part of our introductory process.

If following this initial meeting you do not wish to go any further with the referral you can refer back at a time that is more suitable to you and your family.

One-to-one support

We do this through our team of experienced counsellors and therapists who offer one-to-one support for the child or young person here at the hospice or at their school.

These sessions normally last about 50 minutes and take place once a week, at the same time, in the same place.

The sessions are reviewed on a regular basis in partnership with the child or young person, parent or guardian and the counsellor or therapist.

We are aware of the important role in working in partnership with families and schools as a key aspect in supporting the child or young person.

Support and advice for families

We support parents and guardians by helping them explain serious illness, death and bereavement to their children and young people, and we advise on issues related to the impact of bereavement and how these may be managed.

Parents or guardians can also be referred for support through our counselling service at any time and may also wish to access additional support through our social work service.

Butterfly Group

We also offer our Butterfly Group for bereaved children and young people. Parents or guardians also have the opportunity to attend the adult group which runs at the same time.

These groups run twice a year for four Saturdays at a time, with a reunion organised after the group has finished.

Attending these groups helps parents or guardians support and care for their bereaved child and young person as well as accessing peer support for themselves.

How to contact us and make a referral

If you would like more information on the above service or to make a referral please contact our family support services at the Prince & Princess of Wales Hospice on 0141 429 5599.

“I found it really helpful to listen to other parents and hear their stories”

Parent