

## 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](http://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.

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Registered Scottish Charity: No. SCO12372



The Prince & Princess  
of Wales Hospice



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# The Butterfly Service for professionals



[www.ppwh.org.uk](http://www.ppwh.org.uk)

# 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 service 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 pre and post bereavement care and support to children and young people and their families through our Butterfly Service.

The Butterfly Service has been operating since 2009 and offers care and support to children and young people aged up to 18 years old who have been or are expected to be bereaved as a result of life-limiting, life-threatening illness of a hospice patient.

In addition we also offer support to all children and young people within the hospice area who are experiencing such losses.

## Referral and initial assessment

Once we have received the referral for the child or young person we arrange an initial meeting with the parent or guardian and

child or young person at an appropriate time and place. If the family are all in agreement with taking the referral forward the allocated counsellor or therapist will arrange an introductory visit with the family.

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

## One-to-one support

We provide this service through our team of experienced and qualified counsellors and therapists who offer one-to-one support for the child or young person at the hospice or at their school. These sessions normally last about 50 minutes.

Sessions are regularly reviewed in partnership with the child or young person, parent or guardian and the counsellor or therapist.

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



## Butterfly Group

We also offer our Butterfly Group for bereaved children and young people. Their parents or guardians also have the opportunity to attend the adult group which runs at the same time. These groups normally run twice a year for four Saturdays, with a reunion organised after the group has finished. Attending these groups helps parents or guardians better understand the needs of their bereaved child or young person as well as providing peer support for themselves.

*“Everyone involved with the Butterfly Service is just amazing and has made my life with my son so much easier. For that I am eternally grateful”*

Parent

## Support and advice for professionals

In addition we provide support and advice to various education, health and social care professionals to help them best support the child or young person. They can request general information and advice on how best to support the child or young person, or discuss a possible referral to the service.

The hospice continues to be an integral part of the Whole School Approach to Supporting Loss and Bereavement in Glasgow.

## 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 the family support service at The Prince & Princess of Wales Hospice on 0141 429 5599.