

# 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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71 Carlton Place, Glasgow G5 9TD

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Email: [info@ppwh.org.uk](mailto:info@ppwh.org.uk) | [www.ppwh.org.uk](http://www.ppwh.org.uk)  
Registered Scottish Charity: No. SCO12372



The Prince & Princess  
of Wales Hospice



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# The Butterfly Service for schools



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

# What is the Butterfly Service?

The Butterfly Service at The Prince & Princess of Wales Hospice is a child bereavement service. We deliver child bereavement care to children and young people who are facing challenging times due to the loss and bereavement of a significant person, following a life-limiting illness

## Supporting the child or young person within school

One of our qualified child counsellors or therapists will meet with the child or young person weekly for 50-60 minutes. An appropriate time in the school day will be arranged in discussion with the school.

- We appreciate the school providing a private space to use for our sessions
- Please let us know if there are any important school events which may conflict with the child or young person's session. We will do our best to re-arrange sessions where possible.
- We will hold regular reviews with the child or young person and we will keep the school informed as to how long the support will continue.

\_\_\_\_\_ has been referred to the Butterfly Service and has asked to have his/her sessions provided within the school. We are glad that we will be working together to provide support to help during this stage of the grieving process.

\_\_\_\_\_ counsellor/therapist's name is \_\_\_\_\_

Telephone number \_\_\_\_\_

Email address \_\_\_\_\_

First session time/date is \_\_\_\_\_

Session day/time (weekly) \_\_\_\_\_



The Prince & Princess  
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## Supporting the school

We recognise that school staff have a great deal of expertise in supporting children and young people who are experiencing a bereavement, however there are ways in which we can provide additional support if needed:

- By linking with you at the assessment stage; to input existing supports, such as additional support plans
- By providing resources about child bereavement
- By providing information, advice and signposting to training for the staff supporting the child.

## Confidentiality and child welfare

The service provided to the child or young person is confidential. This is important as it allows the formation of a safe therapeutic relationship.

However, the safety of the child or young person is our priority, therefore if child welfare concerns are identified within the session, the information will be reported immediately to the identified school child protection lead (or head teacher) and to our service manager.

Where a referral is made to social work or the police, the school would be considered the lead agency due to the disclosure taking place within that setting. Where the school decides not to refer a child on to social work or the police, we reserve the right to make a referral in keeping with the hospice child protection policy.

If you have any further questions, please speak to the staff member who is attending your school or contact the services manager by calling 0141 429 5599 and asking to speak to the family support services manager.

## What other support is available?

At The Prince & Princess of Wales Hospice, we provide direct support to children and young people aged from two to 18 years of age who are facing or have experienced bereavement due to a life-limiting illness diagnosis within the family.

This includes:

- One-to-one work with children and young people
- Time-limited bereavement support groups for children, young people and their families
- Meeting at school, home or the hospice
- Information and support for parents of bereaved children
- Linking with other professionals involved where appropriate.

## How to get in touch:

Senior counsellor  
Children's service  
info@ppwh.org.uk  
Family support team  
The Prince & Princess of Wales Hospice  
71-73 Carlton Place  
Glasgow G5 9TD  
0141 429 5599