

# 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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of Wales Hospice



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# Family support services



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

# Family support services

**Our family support service offers care and support for adults, children and young people, helping you and your family or carers live with the effects of life-limiting illnesses**

The family support service is made up of a range of professionals including social workers, counsellors and chaplains. Care can be offered in many ways, and the important thing to know is that you can find support here at the hospice.

Providing support to families and carers throughout a patient's illness and afterwards is key to the hospice's commitment to looking after the whole family.

We work closely with you to provide practical, emotional and spiritual support.

## Counselling and support service

For adults, our team is able to offer one-to-one support and counselling both in the hospice and at home. We also offer groups for people who are bereaved that run twice a year over a six-week period. In addition we offer a monthly bereavement drop-in which takes

place at the hospice on the last Thursday of every month from 6pm to 8pm.

Our bereavement visitor service offers trained volunteers to provide weekly support either here at the hospice or in your own home.

## Social work service

The family support service social worker provides a range of individual and family support, advice and guidance to patients, families and carers. This support can cover a wide range of areas: from carer advice and support, housing issues, financial advice through to exploring legal issues such as power of attorney, wills and advocating on behalf of patients, carers and family members with various agencies.

We also offer a monthly carer information and support group on the last Tuesday of every month from noon to 2pm, with lunch provided.

## Chaplaincy service

The chaplain provides spiritual, religious and psychological support to patients and their families at any point of the illness and also beyond, into bereavement.

The chaplain's services are available to people of faith or no faith but who would perhaps like to talk through issues relating to their lives as they arise at this particular time.

## Butterfly Group

The Butterfly Service provides pre- and post-bereavement care and support to children, young people and their families who are facing challenging times due to bereavement and loss of a significant person in their lives.

We do this through our team of counsellors and therapists who offer one-to-one support

for the young person at the hospice or at their school. Working in partnership with the school and their families is a key aspect in supporting them.

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

The Butterfly Group normally runs twice per year, over a series of four Saturdays.

In addition we provide support and advice to parents, families, health and social care professionals to help them best support the child or young person.

Referrals for services are made to the family support service team at The Prince & Princess of Wales Hospice on **0141 429 5599**.

