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Butterwick  
Hospice Care

## Family Support Services

In association with

**NHS**

*County Durham and Darlington*

...because every moment counts

# Family Support Service

Our Family Support Service can offer support to:

- Those with a life-limiting illness
- Those who are bereaved

This support is available for:

- Family members
- Carers and friends
- Children and young people

We offer:

- 1-1 counselling support
- Telephone support
- E-mail support
- Groups

Butterwick Hospice at Bishop Auckland also hosts meetings of the local young carers group which meets to support young people aged between 5 and 25 who are involved in caring for a family member. The Young Carers group meets on Wednesday evenings.

The Family Support Team also holds a Service of Remembrance for any individual who has lost a loved one. This service offers an opportunity to share memories and is held once a year.

Each year during May Butterwick Hospice at Bishop Auckland participates in a national awareness campaign called Dying Matters Week. The Hospice uses this week to inform local people about the many ways in which families can access help and support when they or a loved one needs to consider emotional and practical aspects related to death and dying.

Please contact our Family Support Team for more information.

# One-to-One Counselling and Support Service

We offer you a place to come and talk, to speak about your loss and your fears, your pain and your joy; your worries and your hopes.

We can try and help you deal with anything that life has given you.

Your counsellor will help you to decide whether you wish to just talk or, whether you would like to use creative material such as art, music, small objects or writing stories to help you deal with your concerns and issues. Remember, humour is also an important factor in support.

Our one to one counselling offers you:

- Your own counsellor with whom you are in contact with for as long as you like
- An opportunity to talk about anything that is concerning you
- A fully confidential service
- Sessions that last approximately 50 minutes
- The opportunity to decide where the counselling can take place, it can either be in the Hospice, or in your own home. You decide.



# OK2BMe

Bereavement and loss affects every individual regardless of their age. At Butterwick Hospice, we believe that children and young people should be given the choice to be able to access our service.

We can offer this to all children and young people whose lives have been affected by:

- The death of a loved one,
- Life-limiting illness (eg neurological conditions or cancer.)

We can provide support through:

- One to one counselling
- Group support

This can take place in either the Hospice at Bishop Auckland, the home, the school or any other 'safe place' where the child or young person is comfortable.

For more information please contact the Family Support Team.



# Supporting Local Businesses and Organisations

The work that we do with people who have lost a loved one and with those who are living with a life limiting illness has given us a wealth of experience into which we can delve, in order to support and train others.

We offer training on the subject of loss and bereavement, and all its different aspects. We believe in formulating our training to account for the specific needs of each individual organisation, whether this is with schools, local authorities or any other type of business.

We can also provide support to individual organisations in the construction of policies and procedures concerning the management of loss and bereavement, such as:

- The work force and bereavement leave for individuals in an organisation
- The successful management of a death of a member of an organisation
- The management of pupils by staff, in a school setting, where the emotional well-being of the child is of paramount importance but individual staff members might not have the skills to approach this situation with ease.

We also work in schools helping teachers to find ways to support children who are experiencing a bereavement or an impending loss.

Raining fees are negotiable, please contact us for further information.



# Training in Bereavement and Loss

## We aim to:

- Develop a deeper understanding of bereavement, loss and life-limiting illness
- Encourage the self-awareness and personal growth of each participant
- Develop a range of skills to aid communication
- Gain a brief insight into theories of bereavement and loss
- Facilitate an understanding of ethical and professional boundaries in good working practice
- Gain an understanding about the specific needs of adults, young people and children.

## Our training is suitable for those seeking to develop:

- An understanding of the process of bereavement and loss
- An understanding of how personal experience affects our perceptions of bereavement and loss
- The skills needed to 'work' and 'be' with people suffering from bereavement, loss and life-limiting illness
- The skills and knowledge required when working with adults, young people and children.



# Telephone and E-mail Support

Many people are unable to access support at Butterwick Hospice at Bishop Auckland for a number of reasons. Others, however, just prefer support via telephone and e-mail.

The Family Support Team therefore offers email and telephone support to any person who has been bereaved or to any person who is affected by a life-limiting illness.

E-mail: [diannemckenzie@butterwick.org.uk](mailto:diannemckenzie@butterwick.org.uk) or

[julietwilson@butterwick.org.uk](mailto:julietwilson@butterwick.org.uk)

We aim to reply to email messages within 48 hours.

Telephone: Our telephone support phone line is manned every Wednesday evening.

Please call 01388 603003 and ask to speak to a member of the Family Support Team.



# Bereavement Groups

## Look Ahead Group

This group meets once a week on Monday afternoon at Butterwick Hospice, Bishop Auckland. It is for all those who have been bereaved at any time. It works on a drop-in basis, meaning you can just turn up on the day.

The group is friendly and informal with a number of regular attendees who are keen to welcome and support anybody new who calls in.

Our Family Support Team are always on hand to provide both individual and group support. Both enjoy refreshments and a chat, and occasional social outings along with other practical activities.

## Stepping Stones

The group is held at Butterwick Hospice, Bishop Auckland and usually runs on the first Wednesday of the month 1.00pm to 3.00pm and the fourth Wednesday of every month from 6.00pm to 8.00pm.

It is designed to accommodate any person of any age who wishes to be part of a drop in group where one can talk and chat with others who have suffered a bereavement

Please call the Family Support Team on 01388 603003 if you would like any further information about these groups.



# Living After Loss

'Living After Loss' is a group in which we provide members with an opportunity to share their experiences of loss with others. During our time together, we will explore the normality of grief and the impact it has on your day to day life.

We will help you to discover, through a variety of tools and techniques the ways to cope with the loss of a loved one.

This group runs over 6-7 weeks and has a different theme each week.

Week 1      Sharing our stories.

Week 2      What is bereavement? Making sense of your own grief.

Week 3      'Keeping Hold, Letting Go', Exploring feelings about your loved one.

Week 4      Exploring the differences and similarities in the way we express our grief.

Week 5      What can help you? Introducing tools and techniques which may help you handle grief.

Week 6/7    Where do we go from here? Moving on from Living After Loss.



# New Horizons

Butterwick Hospice recognises the impact that cancer has on an individual and their families and the stress and concerns they may have. New Horizons is a group meeting designed to assist a return to emotional wellbeing.

The group will be:

- Friendly
- Structured
- Creative
- A group of between 6 and 10 people
- Delivered as 2 hour sessions over 6 weeks

Within the group we hope that you will:

- Have fun and feel welcome
- Meet others who share similar experiences
- Be given the time and space to share
- Find new ways to 'be'.

The 6 week programme will include:

## **Week One:**

- A time to reflect on your journey through cancer

## **Week Two:**

- Exploring the feelings related to your experiences

## **Week Three:**

- How cancer has affected the person you are today

## **Week Four:**

- How cancer has affected the relationships in your life

## **Week Five:**

- Managing fears concerning reoccurrence and the need for on-going support

## **Week Six:**

- Recognising how far you have come and your hope for the future.

# Making Connections

We offer a weekly drop in facility for anyone with, or who has had a life limiting illness, (for example neurological conditions or cancer) to include their friends and family members.

The drop in group meets once a week on Thursdays between 1pm and 4pm.



The group aims:

- To help group members to support each other by providing them with a safe and confidential space where they can be themselves and where they can meet existing friends, and also make new friends.
- To provide an environment where group members are able to develop the confidence to talk freely about their feelings and concerns about the future.
- To be able to share feelings, experiences and knowledge with family and other members of the group who are in similar situations.
- To act as a support network where group members can support and help each other to accept and live with the illness that they are living with everyday.

The group is facilitated by volunteers but the content of sessions will be directed by the identified needs of group members.

The facilitators will help in acting as a signpost to available guidance and help with issues and concerns raised by the group members.

People are invited to bring their own food if they so wish. Tea and Coffee will be provided.

If you would like any further information,  
please contact:

Head of Family Support,  
Butterwick Hospice  
at Bishop Auckland,  
Woodhouse Lane,  
Bishop Auckland,  
DL14 6JU

E-mail:

julietwilson@butterwick.org.uk  
diannemckenzie@butterwick.org.uk

If you have any queries or complaints,  
please contact:

Registered Manager  
Butterwick Hospice  
Woodhouse Lane  
Bishop Auckland  
DL14 6JU

Tel: 01388 603003  
Fax: 01388 603630

Or alternately  
Care Quality Commission  
City Gate,  
Gallowgate,  
Newcastle-upon-Tyne,  
NE1 4PA  
Tel: 03000 616161

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



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