

REFERRAL CRITERIA

- Clients must be resident within South West Essex.
- Referrals should be for people affected by cancer or life-limiting illness.
- Clients may be patients, carers, relatives or the bereaved.
- Where someone is bereaved, the primary presenting issue should be identified as bereavement within the last five years.
- Referrals should be made with the permission of the client.

EXCLUSION

We are unable to accept referral for clients with complex mental health needs.

REFERRAL PROCEDURE

- Referrals should be faxed to the service, using the referral pro-forma.
- Referrals cannot be accepted unless details are supplied in full. Where insufficient information is provided to process the referral it will be returned to the referrer for further details.
- Please advise the client that our initial contact is by telephone.



For further information please contact:

MACMILLAN DOVE COMMUNITY COUNSELLING SERVICE

Service Co-ordinator
St Luke's House
22 Lampits Hill,
Corringham
Essex SS17 9AL

Tel: 01375 648179

Fax: 01375 648181

macmillandove@stlukeshouse.org.uk

Website:

www.stlukeshospice.com

Please let us know if you need this leaflet in large print

Photograph taken from St. Luke's Hospice Garden

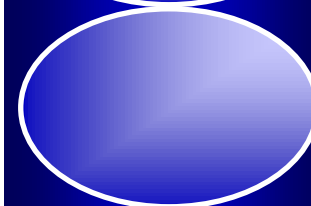
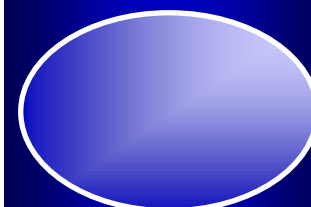
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Macmillan Dove Community Counselling Service



Referral Guidance for Professionals



www.stlukeshospice.com

ABOUT THE SERVICE

Macmillan Dove Community Counselling Service is a joint initiative between St. Luke's Hospice and Thurrock Mind, supported by Macmillan Cancer Support.

This free service aims to support patients affected by cancer or life limiting illness and their families, resident in South West Essex.

Macmillan Dove Community Counselling Service is compliant with the London Bereavement Standards and Health Accreditation Quality Unit (HAQU). The service meets the recommendations of the National Institute of Health and Clinical Excellence (NICE) Chapter 12 and works within the BACP Ethical Framework for Good Practice.



KEY PRINCIPLES OF BEREAVEMENT SUPPORT

- to enable bereaved people to make informed choices about how and where to seek support.
- to be responsive to the needs of each bereaved person.
- to acknowledge and affirm bereavement, and the pain of grief, as a natural part of human experience.
- to support each bereaved person in his/her on going adjustment to life without the deceased.
- to respect each bereaved persons choices and variety of expressions of grief consistent with different patterns of grief, family, community, culture and religion.
- to be demonstrably non-discriminatory and deliver interventions without prejudice, so that wherever practicable the bereaved person is able to access appropriate support regardless of their age, colour, disability, ethnic or national origin, financial circumstances, gender, geographical location, health status, language, marital status, race, religion, or sexual orientation.

- to respect the confidentiality and privacy of each bereaved person and information shared by them
- to minimise the risk of mental and physical complications that can be associated with bereavement



SERVICE PROVISION

- An initial assessment of client need for counselling or bereavement support is undertaken
- Information Giving
- Informal one to one listening support
- Community Support Volunteers (homevisits)
- Facilitated open and closed group programmes
- Making Sense Bereavement Group
- Bereavement Support Groups and other specific groups when needed
- Relationship counselling (spouse/partner)
- Family Work