



Family Support Team

How can I access the team?

- You can speak directly to Family Support Team Member
- You can telephone 0151 529 5352
- Or you can ask a family member, a friend or a health care professional to contact the team on your behalf.

The team are available from Monday to Friday 9am - 5pm.

(Out of these hours you can leave a message and we will get back to you as soon as possible)

Feedback

We welcome feedback on our services so that we may learn from your experiences, if you have any suggestions or comments you can:

- Talk to a member of staff
- Fill in comments, compliments & complaints form on reception
- Write in the box and leave this part of the leaflet for the Family Support Services Team

Thank you



Woodlands Hospice Charitable Trust,
AUH Campus, Longmoor Lane, Liverpool L9 7LA
Tel: 0151 529 2299
www.woodlandshospice.org Charity No. 1048934



Here to listen

Family Support Team



Woodlands Hospice Family Support Team has a team of qualified and experienced workers who understand that when someone is very ill, everyone in the family can be affected.

In the Hospice care extends beyond the treatment of physical symptoms and considers the emotional and social needs of patients, families, their friends and carers. We are helped to deliver this service by a team of skilled and trained volunteers.

The team:

- Head of Family Support Services
- Family Support Worker
- Pastoral Support Worker
- Family Support Counsellor
- Family Support Volunteers
- Family Support Admin Officer

Why are we here?

We can help anyone who is connected to a patient - the patient's family, children and young people, friends and carers.

What kind of help can the Family Support Team offer?

We can offer many kinds of help and our approach is person centred, with each individual person being treated differently depending upon their needs.

The team helps with:

- Emotional issues
- Practical matters
- Carer support
- Planning for the future
- Stress
- Money worries and legal issues
- Fear
- Grief and loss
- Religious or spiritual questions
- Family matters
- Social activities

This list is not exhaustive and highlights some examples of how the team can help; if however you have an area of need that is not listed the team will be happy to listen to you, working in partnership with you.

Why do we offer this service?

To provide you with a safe, confidential space, enabling you to have opportunities to talk freely about your feelings and how you are coping.

We recognise that at times it can be helpful to discuss concerns with someone not too emotionally or personally close to you.

Children and young people may also need help in understanding the illness and changes it has caused. They may have their own questions, worries, and fears. A Family Support Team member can help patients, family and their children or grandchildren during an illness and afterwards.

Carers have an important role, and may welcome the opportunity to talk over how they are managing, and be put in touch with additional help and resources available.

Our main focus is to work with you recognising your experience and skills. To maintain a relationship built on respect, to gain a knowledge and understanding of your family, community, your cultural network and your church, faith or belief system.