



Charity Number 1038021



**University Hospitals Dorset**  
NHS Foundation Trust

# Counselling and Psychology Service

Support for you and your family



# Welcome

The Dorset Cancer Centre Counselling and Psychology Service is supported by Forest Holme Hospice Charity, University Hospitals Dorset NHS Charity and Macmillan Cancer Support.

**Opening hours:** 9am -5pm, Monday to Friday, we can provide some flexibility for early morning and early evening sessions.

**Our address is:** Forest Holme, 5 Seldown Road, Poole, Dorset BH15 1TS

**Telephone:** 0300 019 8096

**Email:** [DCC.Psychology@uhd.nhs.uk](mailto:DCC.Psychology@uhd.nhs.uk)

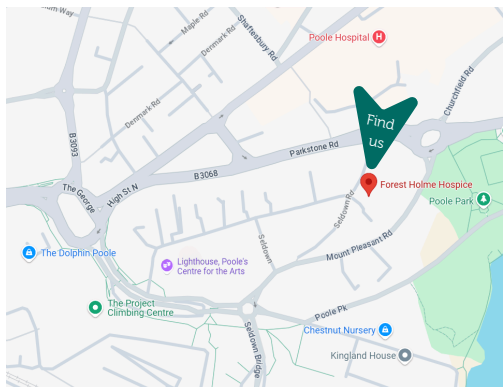
Forest Holme Hospice Charity (registered number: 1038021) works in partnership with University Hospitals Dorset NHS Foundation Trust to help meet the needs of patients and clients in the Poole, Wimborne and Isle of Purbeck.

**For more information on how you can support the vital work of the charity, please contact 01202 670644 or visit our website: [www.forestholmehospice.org.uk](http://www.forestholmehospice.org.uk)**



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**WE ARE  
MACMILLAN.  
CANCER SUPPORT**



what3words ///league.pots.horn

## When to refer to our service

We recommend, wherever possible, that you telephone the service yourself. However, initial referrals can be made by Healthcare Professionals in the hospital or the community.

### **We offer support and counselling to:**

- **People living with a diagnosis of cancer and who are being seen by a consultant and / or receiving treatment at Poole Hospital**
- **People with a life-limiting illness who have been referred to the palliative or end-of-life care teams at Poole hospital**
- **Partners, children and families of patients at any stage of the illness**
- **Partners, children and families who are affected by someone who has died from cancer or who was known to the Specialist Palliative Care Teams at Forest Holme Hospice.**

We appreciate that making the first contact may take considerable courage. This is especially the case if you have not previously talked about personal issues to someone outside of your friends and family.

We will offer to meet with you for an initial assessment where you can talk in confidence about the issues you feel you would like support with. We can then make a plan to best support you and this may include further individual sessions. If your plan includes individual counselling or psychological therapy, we will normally offer 6 sessions

**To speak to a member of the team, please call 0300 019 8096.**

If we are not available, we will return your call as soon as possible within 48 hours, during our opening hours. If you call outside of these hours please leave your name, a brief message and times when you are available so that we can return your call.

## The Counselling and Psychology team

The counselling and family support team includes Clinical Psychologists, Counsellors, student Counsellors / Psychotherapists and Trainee Clinical Psychologists on placement. We also work closely with the Oncology and Palliative Care Social Worker who may offer to meet with you.

### We offer:

- Confidential listening, one to one support and counselling
- Psychological Therapies (such as Cognitive Behaviour Therapy – CBT)
- Facilitated group support
- We hold regular coffee mornings for patients with a cancer diagnosis to socialise with others and to help them look at ways to manage the emotional affects of their diagnosis
- Workshops on relevant topics (such as Living With Loss and Emotional Recovery and Cancer)

We can meet you in the counselling rooms, on the wards in Poole Hospital and in Forest Holme. We also offer remote sessions via telephone or video on Dr Doctor if you prefer.

# What is counselling?

You may well already be in contact with nurses and doctors who are supporting you through your illness or treatment and for many people this is sufficient. However, sometimes additional support is helpful and we have a dedicated counselling service that can offer support to you and your family.

Talking about what is happening can help with painful and distressing thoughts, feelings and emotions that you may be experiencing.

Counselling is a confidential relationship between you and the counsellor and may help you to:

- Manage a stressful situation differently
- Cope better in times of crisis
- See things differently
- Find ways to manage feelings of loneliness and isolation
- Improve communication with family, friends and health professionals
- Feel supported
- Find a level of acceptance and increased understanding of your deepest concerns
- Make small changes that may improve the quality of your life at this time
- Explore your feelings in a safe environment





# When to access the service?

## Having an illness may bring up different emotions

- You may feel anxious and have questions about the future
- You may worry about how your family will react to your illness
- Sometimes small things may seem too much and you may feel overwhelmed and unable to cope
- You may not feel yourself
- Your life may seem unreal, and you may feel irritable and unable to concentrate. Coping with your daily routine may feel a struggle
- You may feel isolated and fearful of upsetting people close to you when talking about your illness and be more sensitive to what others say to you
- You may feel in shock and feel your life is out of control
- End of treatment may be a time when patients hope to feel some sense of relief to have completed their treatment, or at least to return to some kind of normality. Instead, they may be left feeling anxious, isolated and facing overwhelming feelings of loss. It can be reassuring to find that these are normal feelings.
- Just as the body needs to heal, so does the mind and each person will do this in their own time.
- A member of your family or someone you care for has a life-limiting illness and you would like to some support for yourself



# Before and after bereavement

Bereavement is something that most of us will experience at some time in our lives and we all react to loss in different ways.

The grief of a bereavement may be accompanied by strong and painful feelings and it may help to find out that what you are going through is normal. Even when death comes at the end of a long illness and it is expected, you may feel numb and in a state of shock. It may be helpful to acknowledge your feelings and expressing them can be part of the healing process.

## You may experience some of the following:

- Shock
- Anger
- Pain
- Irritability
- Guilt/Regrets
- Anxiety
- Relief
- Despair
- Memory lapses
- Lack of concentration

**We offer a range of support and counselling to adults, children, young people and families, including face to face counselling and therapeutic bereavement support groups.**



# Contact details of related services

## **Gingerbread, for single parents**

Freephone: 0808 802 0925

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

## **Macmillan Cancer Support**

Freephone: 0808 808 0000

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

## **Motor Neurone Disease Association**

Telephone: 0845 3751831

[www.mndassociation.org](http://www.mndassociation.org)

## **Samaritans**

Telephone: 01202 551999

[www.samaritans.org](http://www.samaritans.org)

## **Cruse Bereavement Care**

Telephone: 01202 302000

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

[www.cruse.org.uk/children](http://www.cruse.org.uk/children)

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

(designed for young people by young people)

## **Wessex Cancer Support**

Telephone: 01202 315824

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

## **The Loss Foundation - National Cancer Bereavement Charity**

Telephone: 0300 200 4112

[www.thelossfoundation.org](http://www.thelossfoundation.org)

## **Age Concern Poole**

Telephone: 01202 530530

[www.ageuk.org.uk/bournemouthpooleeastdorset/](http://www.ageuk.org.uk/bournemouthpooleeastdorset/)

## **Macmillan Benefits Adviser Poole Citizens Advice Bureau**

Telephone: 01202 670716

[www.citizensadvice.org.uk/about-us/our-work/advice-partnerships/cancer-support-service](http://www.citizensadvice.org.uk/about-us/our-work/advice-partnerships/cancer-support-service)

## **Mosaic (for bereaved children and their families)**

Telephone: 01258 837071

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

## **Child Bereavement UK (for bereaved families)**

Telephone: 01494 568900

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

## **WAY Widowed & Young**

Telephone: 0300 012 4929

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

## **Winston's Wish (for bereaved children, young people and their families)**

Telephone: 0845 2030405

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

## **Phoenix Widowers Fellowship for Men**

[www.mylifemycare.com/article/6417](http://www.mylifemycare.com/article/6417)

## **The Jolly Dollies for Ladies**

[www.thejollydollies.com](http://www.thejollydollies.com)

## **Shine Cancer Support for Younger Adults**

Email: [dorset@shinecancersupport.org](mailto:dorset@shinecancersupport.org)

[www.shinecancersupport.org](http://www.shinecancersupport.org)

## **Forest Holme Hospice**

Telephone 0300 019 3068

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

**Forest Holme Hospice  
Charity currently funds  
counsellors and also  
supports the monthly  
Bereavement Cafés,  
Living With Loss sessions  
and Coffee Mornings.**

Internal Use Only:

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