



### Where will I be seen?

Sessions usually take place in one of the counselling rooms at the Hospice, but in some circumstances may take place by telephone.

Telephone counselling offers individuals the same level of support and confidentiality as a face-to-face meeting with a counsellor, but also offers solutions to some of the difficulties associated with attending counselling in person, such as accessibility, convenience or flexibility.

You can choose to phone at an agreed time to talk to a counsellor, which can be helpful where access to face to face counselling would otherwise be problematic.

### How long will the sessions last and how many will I need?

Counselling sessions last for 50-60 minutes at the Hospice and usually take place either once a week or

once a fortnight. You may need a number of sessions, but sometimes one or two are enough. We are a flexible service and the number and regularity of sessions will be discussed and arranged on an individual basis. LOROS does not provide long-term therapy.

### Will I have to pay for use of counselling and psychological support services?

All of our services are free of charge to our patients, their family and carers. It costs £7.5 million each year to deliver our services. We receive some funding from the NHS, but we still need to raise at least £4.5 million each year from our local community.

### Is it possible to find out more about counselling and the service?

Yes. To find out more please ring the Counselling Service on (0116) 231 3771.

This leaflet is updated regularly. For the most up-to-date information please visit [loros.co.uk/care](http://loros.co.uk/care)

LOROS Hospice is dedicated to ensuring equality and diversity is at the core of all our activities.

### In case of comments or complaints, please contact:

Chief Executive, or Director of Care Services  
LOROS, Groby Road, Leicester LE3 9QE

or, Care Quality Commission, East Midlands Office, Citygate, Gallowgate, Newcastle Upon Tyne NE1 4PA

### Alternative language copies available

Please contact the Patient Experience Lead PA on 0116 231 8435

જો તમને આ માહિતીની અન્ય ભાષા અથવા સ્વરૂપમાં આવશ્યકતા હોય તો દુપા કરી ટેલીફોન નંબર 0116 231 8435 પર Patient Experience Lead PA (પેશન્ટ એક્સ્પેરીયન્સ લીડ પીએ) નો સંપર્ક કરો

Jeżeli chcieliby Państwo otrzymać niniejsze informacje w tłumaczeniu na język obcy lub w innym formacie, prosimy skontaktować się z PA Zespołu Patient Experience pod numerem telefonu 0116 231 8435.

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਪ੍ਰਾਰੂਪ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਰੋਗੀ ਅਨੁਭਵ ਪ੍ਰਤੀਨਿਧੀ PA ਨਾਲ 0116 231 8435 ਟੈਲੀਫੋਨ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

Haddii aad ku dooneyso macluumaadkan luqad kale ama habeyn kale fadlan la soo xiriiir Hogaan Bukaanka Waayo-aragga PA taleefoon nambarka 0116 231 8435

আপনি অন্য কোনো ভাষা বা ফরম্যাটে এই তথ্য পেতে চাইলে অনুগ্রহ করে 0116 231 8435 টেলিফোন নম্বরে প্যাসেন্ট এক্সপেরিয়েন্স লিড পিএ-তে যোগাযোগ করুন

اگر آپ کو یہ معلومات کسی اور زبان یا فارمیٹ میں درکار ہوں تو برائے مہربانی پیشنٹ ایکسپیرینس لیڈ کے PA سے اس فون نمبر پر بات کریں 0116 231 8435

**LOROS**  
Hospice Care for Leicester, Leicestershire & Rutland

Being there for you and your family

**LOROS** Groby Road, Leicester LE3 9QE  
 ☎ (0116) 231 3771  
 ✉ [info@loros.co.uk](mailto:info@loros.co.uk)  
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 📺 LOROSHospice

**loros.co.uk**

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## Counselling and Psychological Support Service

Supporting you and your family

[loros.co.uk](http://loros.co.uk)



Being there for you and your family

## Some of your questions answered...

### What is LOROS?

LOROS Hospice is a local charity and every year we care for over 2,500 people across Leicester, Leicestershire and Rutland. We deliver free, high-quality, compassionate care and support to terminally ill patients, their family and carers.

### Emotional and psychological support

A diagnosis of a terminal illness, such as cancer, can be very distressing for you and your loved ones. The emotional and practical challenges ahead may be daunting and can often feel overwhelming, confusing and uncertain. These feelings and anxieties are perfectly normal, while you may prefer to deal with this challenge alone; many people find it helpful to talk to someone outside their friends and family, about their experiences.

If you are a patient, family member or friend you may benefit from emotional and psychological support, especially if you are experiencing high levels of distress or anxiety. Whether you are having difficulty coming to terms with a terminal diagnosis, have deteriorating health or are coping

with a death in the family, discussing your concerns can be helpful.

Emotional and psychological support enables you to talk with a trained counsellor, who will listen to you and help you or your family make sense of your feelings. We are able to support patients and families at any point from the diagnosis of a terminal illness.

### Our counselling and psychological support services team

Our team of counsellors offers everyone who is referred to us an opportunity to explore their own experiences and try to help them make sense of these. We support you to learn to recognise your own strengths and vulnerabilities and to find ways of coping with the wide variety of physical, emotional, relational, and practical challenges which you may face.

Talking to a professional can help you find your way through the painful and otherwise lonely process of grieving. All our counsellors are members of the British Association for Counselling and Psychotherapy (BACP) and are trained to work with adults individually, as



a couple or in groups. All the team are aware of the issues involved in bereavement, loss and grief and have considerable experience in this field. The team offers you the chance to talk about your feelings and discuss any concerns you may have. This may include:

#### One-to-one counselling support

We offer one-to-one support with a counsellor at the hospice. Through being listened to in a non-judgemental and respectful way, emotional distress and concerns can be expressed both safely and confidentially.

How long this takes may vary, from a one-off session to meetings over several months, this is discussed and agreed with your counsellor.

#### Group support for carers and families

Experiences of loss, illness and uncertainty can change many aspects of your life. This may lead to you experiencing feelings such as fear and anxiety. Talking to others who are in similar situations and circumstances can provide you with an opportunity to explore these concerns and feelings further, to discover new ways of coping.

#### What is counselling?

Counselling is a contracted, professional relationship between a counsellor and client. Counselling can provide a space to talk about your experiences, to enable you to find new ways of coping. Feelings of sadness, uncertainty, loneliness and bewilderment can make it difficult to

deal with everyday life. We offer a safe and non-judgemental environment for you to explore your feelings.

Our first contact with you will be to see what is causing you concern and find out who else is already involved with your care.

Counselling is different for each person. Sometimes people find that counselling helps them to feel better quickly. You may begin to feel less confused, or begin to make changes in your life or take steps to prepare for what you know is ahead. It may also help you to come to terms with things that are unchangeable. You may feel worse before you feel better. The outcome of counselling may not always be what is expected, but we always aim for it to be constructive and beneficial.

#### Is counselling for me?

You may be one of the many people who are sceptical about the need for counselling or think that counselling is for people who are weaker than they thought or unable to cope.

We have many clients who come to us feeling like that but you may find some of the things that they have had to say may help you think differently.

*“I thought I would give it a try; I never thought it would help me as much as it has, thank you LOROS.”* Lyn.

*“A very poor experience of counselling some years ago left me with the view that counselling was not for me. However after my beloved husband died in LOROS I found myself in some need of help. I decided to approach LOROS and took up their offer of counselling, in spite of past reservations. The experience this time did not disappoint. There were so many things in my head that I could not talk about to my family for fear of hurting them any more than they already hurt. LOROS counselling gave me a chance to open up completely. Thank you LOROS.”* Christine.

#### Who can refer me to the LOROS counselling and psychological support services team

GP's, specialist nurses, LOROS staff and other health care professionals can refer you. Our referral criteria is available at [www.loros.co.uk](http://www.loros.co.uk)

#### How long will I have to wait for an appointment?

We aim to make initial telephone contact within seven days of receiving a referral, and you should be seen by one of the counselling team within twelve weeks.

The team is available Monday to Friday, from 8am to 5pm (except bank holidays). Other weekday appointments may be possible outside of these hours, by prior arrangement.