



Patient and Family Support Service

The Patient and Family Support Team offer practical and emotional support to patients under the care of Arthur Rank Hospice services with specialist palliative care needs and their relatives and friends who live in South Cambridgeshire, including Cambridge City and East Cambridgeshire. This includes advice, guidance, counselling, and chaplaincy support.

Psychological Support

We recognise that patients and their families experience stress when facing serious illness and death. We aim to support patients and their families with emotional and psychological needs experienced because of their diagnosis, treatment, and prognosis. As a multidisciplinary team, our psychological therapists work with In-patients, Living Well Service and community patients, families and carers who may be referred for a variety of reasons, including anxiety or fears around illness, depression, help with pain or insomnia, loss, and bereavement.

Bereavement Support

Bereavement care is part of the holistic care offered to families and friends. At a time of bereavement each of us will experience grief in our own individual way. Sometimes we manage with the support of family and friends and at other times we may find it helpful to talk with someone outside of that circle. You will be offered an assessment appointment where we will discuss your needs and determine how we can best support you. If you would like bereavement support, you can complete a self-referral available at Arthur Rank Hospice or please contact us.

Social Worker

Our social worker provides social support and information to patients and families in our

Inpatient Unit. The social work role includes discharge planning, benefit advice, financial and housing advice, and emotional support at times of stress and change. We also provide links to organisations which can offer ongoing support.

The Chaplaincy Team

Our chaplain and a team of chaplaincy volunteers are available to all patients, relatives and friends, whether they are people of faith or not, to explore the 'difficult questions' and where possible to help them find meaning and reduce spiritual distress. We will if required facilitate acts of religious worship either individually or in a group, if this is important to you. We can also arrange for people from your own faith to visit, helping you to continue to remain part of your own community.

Music Therapy

When experiencing difficult emotions and feelings, it can sometimes be hard to put into words. Music therapy offers you the opportunity to express and process emotions and connect you to loved ones through reminiscence and the sharing of meaningful music. Playing simple instruments, singing or listening to music allows you to explore and release emotions and express grief.

Contact Us

For further information contact the Patient and Family Support Team **01223 675770**
patientandfamilysupportteam@arhc.org.uk

All information is correct at time of print and may be subject to change. Please visit our website for the most up-to-date information. If you have any feedback or would like this information in a different format or language, please contact us.