



Psychological Support Assessment Information

The Psychology Service

Psychological care forms part of the work of the Patient and Family Support Team. We offer support to patients under the care of Arthur Rank Hospice services with specialist palliative care needs and their closest family and friends who live in South Cambridgeshire, including Cambridge City and East Cambridgeshire. This begins with an assessment appointment where we will discuss your needs.

What to expect from a Psychological Support Assessment

You will be offered an appointment of up to one-hour in person, by telephone or video call with a member of the Patient and Family Support Team to talk about how you are feeling and how we can help you. We will ask questions about you and your history to determine how we can help you best and if this is the best place for you to be supported. This appointment can uncover difficult feelings, that you may have felt unable to express with family and friends.

The assessment session offers a safe space in which to explore some of these feelings and to balance them with more positive aspects of your life. You will need a quiet space where you will be able to talk freely and we aim to close the assessment at a balanced point, however, the process can be tiring, and it may be helpful to plan your time after the assessment accordingly. For some, this one-off session may be enough and for others, it may be helpful to have another appointment and we will discuss this with you during the assessment.

Confidentiality

Any written notes are kept securely by the team and destroyed once they have been transferred to the electronic health record. This record is accessible to hospice professionals involved in your care. You will need to decide if:

- The Hospice can see notes made by other healthcare organisations involved in your care
- Other healthcare organisations involved in your care can see notes made by the Hospice
- Your psychological support session notes to be stored in the same way. If you prefer, it is possible to record your session notes as confidential to the Hospice

The only time that we would break confidentiality is if we, or other professionals were concerned about you or somebody else's safety. This happens very rarely and usually reflects serious concerns about somebody's physical well-being but could be about other aspects of safety. We will always ask you about your preferences.

After the assessment

If you would like further support following the assessment, we will discuss how we might best support you. This might be arranging for you to speak with a member of our team or for you to join a support group. It may take a few weeks after your assessment appointment for us to arrange your next appointment. If other services are better placed to support you, we will do everything that we can to enable you to access those services and will discuss with you what we are able to do during your assessment.

Working with Psychology

You will usually be offered a one-hour session once per fortnight at a time to be agreed and we normally offer six sessions, however, you may not wish to use them all. During these sessions, the aim is to support you with the psychological and emotional aspects of coping with a palliative illness. We will inform your GP that we are offering you support and in certain circumstances it may be appropriate to liaise more closely with your GP. If this is necessary, it will usually be discussed with you first.

Contact Us

If for any reason your appointment is not convenient, please let us know as soon as possible by telephoning the Patient and Family Support Team office on **01223 675770** and leave a message giving your name, telephone number, time of appointment and name of the person you were expecting to speak to. We will contact you as soon as we can to reschedule the appointment. If other services are better placed to support you, we will do everything we can to enable you to access those services and will discuss with you what we are able to do during the assessment.

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.