

Medway Community Healthcare provides a wide range of high quality community health services for Medway residents; from community nurses and health visitors to speech and language therapists and out of hours urgent care.

Customer care

Please send any comments about Medway Community Healthcare services to: -

Customer care manager
Medway Community Healthcare
MCH House, 21 Bailey Drive,
Gillingham, Kent, ME8 0PZ
p: 01634 334650
medwaycustomercare@nhs.net

All contact will be treated
confidentially

This information can be made
available in other formats and
languages. Please contact:
Communications on
01634 382211 or
medch.communications@nhs.net

Sharing your information

Your information will only be disclosed to those who have a genuine need to know and who agree to keep your information confidential. For your direct care we often share information with:

- NHS hospitals and clinics
- GPs
- Social care

Who to contact

Family and Carers Support
Team

p: 01634 830456

f: 01634 845890

Wisdom Hospice, High Bank,
Rochester, Kent, ME1 2NU

Wisdom.hospice@nhs.net

Medway Community Healthcare CIC
Registered office: MCH House, Bailey Drive, Gillingham, Kent ME8 0PZ
Tel: 01634 337593
Registered in England and Wales, Company number: 07275637



Family and Carers Support Team

The Wisdom Hospice



Family and Carers Support Team

Living and coping with a serious illness can affect people in different ways.

There may be periods of managing well and feeling hopeful, as well as periods of uncertainty, fear, anger, sadness or distress. Sometimes people feel alone, confused, hopeless or overwhelmed. Roles and close relationships, intimacy, confidence and sense of purpose can all be affected in various ways.

Such feelings and changes are natural responses to what patients and people close to them experience at this time. People may or may not experience any or all of these – everyone is different

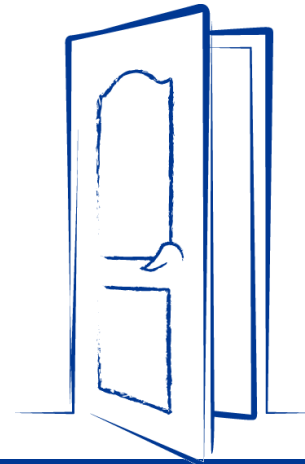
Social Workers and Specialist Counsellors

Social workers and counsellors are able to provide psychological and emotional support to people affected by serious illnesses and bereavement. It can be helpful to talk about feelings and discuss any concerns with someone not too emotionally or personally close.

The social workers or counsellors are able to see patients on their own or with carers, family members or friends. There may be significant things that a patient wants to say to people close to them. The social worker can help these conversations along and talk about practical planning.

Sessions are provided at home, in the day hospice, ward or other location suitable for you.

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



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

The social workers and counsellors work closely with other palliative care professionals to ensure that you receive the support you need during this stressful time.

If you would like to access this service, please ask any member of the palliative care team to refer you or alternatively call the number on this leaflet and speak directly to a member of the Family and Carers Support Team