



SPRINGHILL HOSPICE COUNSELLING SERVICE

Strategy for Addressing Accessibility Limitations

Springhill Hospice Counselling Service is committed to offering inclusive, free, confidential and effective therapeutic services to adult patients and their families where the patient has been diagnosed with a life-limiting condition. We place our clients' needs at the centre of our service delivery and design, to ensure equitable access without discrimination.

Data Collection and Evaluation

Springhill hospice posts feedback forms and a freepost envelope to every client following discharge from the service. This includes inviting suggestions for service improvement. We use outcome measures (PHQ-9, GAD-7 & Effect on Life Inventory) to measure the level of distress at the beginning and the end of the counselling process. These feedback forms and outcome measures are reviewed quarterly by our clinical standards team to ensure the needs of clients are being met. Annually the service will survey staff and encourage feedback in relation to potential areas for improvement.

Inclusivity and Diversity

We do not discriminate on the basis of age, gender, sexual orientation, religion, ethnicity or disability.

We are aware that due to funding limitations we are not able to provide therapy through interpreters, and where English is not a person's first language we signpost to other services that can facilitate this.

Counsellor recruitment is done in accordance with our equal opportunities policy. We are committed to developing the breadth of our service by increasing the numbers of male and BME counsellors when possible.

All our qualified counsellors are Registered with the BACP and adhere to the Ethical Framework for the Counselling Professions. We are proactive in encouraging counsellors to obtain professional Accreditation with the BACP.

All staff complete training on equality and diversity.

Service Provision

Springhill Hospice Counselling Service offers free services.

Location: Most appointments are based at Springhill Hospice. However, we have developed satellite venues across Heywood, Middleton and Rochdale to be more accessible for those clients who don't drive or who prefer these locations for other reasons. During the Covid pandemic we have suspended face to face appointments.

Telephone and videoconference appointments. During the Covid pandemic all appointments have been by telephone or video for those clients who are suitable. We will continue to offer telephone and videoconference appointments for those who may prefer this method.

Availability: We are able to offer appointments between 9am and 5pm. Earlier and later appointments can be accommodated. Our main office hours are Monday to Friday, 9am to 5pm.

Physical Access: Springhill Hospice premises are purpose-built and single level, affording easy access for clients with physical disabilities. There is disabled parking and fully accessible toilet facilities. We can offer home visits if clients are housebound.

Client choice: Each client is able to express their preference regarding:

- the venue where they wish to be seen
- the time and day of their regular appointment
- whether they are happy to be seen by a trainee or a fully qualified counsellor

Service promotion

We are well known by local GPs and other health professionals in Heywood, Middleton and Rochdale. We continue to promote the service via the Springhill Hospice website, social media (including Twitter and Facebook) and engaging in networking opportunities

Future Service Developments

Counselling services delivered by Springhill Hospice have always been progressive and creative. We are always looking at how we can further develop our service to meet the needs of clients.

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Springhill Hospice (Rochdale)
Broad Lane
Rochdale
OL16 4PZ

Registered Charity No: 701798

www.springhill.org.uk

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