



FSV Orientation

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Chartered Psychologist



Referral Pathways

- * Bereaved relatives are invited to drop in to the LWC to access support of various kinds.
- * LWC staff identify people who might benefit from further psychological support.
- * LWC can refer people directly to us and we take referrals from other health professionals.
- * Initial assessments by a Clinical Psychologist.
- * Client is placed on the waiting list for the appropriate level of support.

Levels of support

- * Level 1: All healthcare professionals - FSV
- * Level 2: Additional expertise - FSV
- * Level 3: Specific training – FSV who is also Qual Counsellor
- * Level 4: Specialists – Clinical Psychologist

NICE Guideline for End of Life Care for Adults (2004)
NICE Guideline for End of Life Care for Adults (2011), support after death.

Starting to see clients

- * Cathy will allocate appropriate clients to you.
- * Caseload usually 1-3 for FSVs.
- * Read initial assessment and accept/reject.
- * Make an appointment.
- * Book a room.
 - * Hospice – room.bookings@rowanshospice.co.uk
 - * LWC – Tracy Jeffery tracy.jeffery@rowanshospice.co.uk
- * Agree a number of sessions near the start.
- * Review every 6 sessions.
- * Sessions are usually every 1-2 weeks.

Safety and Self-Care

- * Appointments are usually for one hour (50 minutes contact time and 10 minutes for note writing)
- * Never give out your personal phone number
- * Use a hospice phone or withhold your number (141)
- * You can make appointments at the Hospice whilst the reception desk is open (daily 9:00-19:30)
- * You can make home visits within the working hours of the psychology team (week days 9-5)

Lone working

- * When visiting clients at home, you must call Cathy before AND after the appointment.
- * If you do not call in after your appointment, Cathy will try calling you then try calling the client.
- * After that it will be escalated to the on-call duty worker, which could result in the police being called.
- * If you feel you are in danger whilst visiting someone at home and cannot safely leave:
 - * Call Cathy (9-5) or the on-call mobile (outside office hours)
 - * Say the phrase 'I'm coming home late'.

Notes

- * You are expected to make very brief hand-written notes after each session and keep them in the Hospice in accordance with data protection law.
- * You must file the notes in your supervision folder, before you leave the Hospice.
- * If you choose to keep process notes for yourself, ensure that they do not contain PID.
- * Complete summary at end of intervention.

Notes

- * Overview of session content
 - * Main themes
- * Risk assessment
 - * Every session
- * Plan
 - * What you might do next
- * Outcome
 - * Details of the next appointment

Cancellations

- * If a client needs to cancel, they will usually call the team and leave word with Cathy.
- * If you need to cancel an appointment you do it
- * In either case it is then up to the individual FSV to call the client and reschedule.
- * If you are unable to reach a client after 3 calls, discuss with Cathy what type of letter should be sent.

Important numbers

- * Cathy Pittick – Family Services Administrator
02392 238537
- * Out of hours duty mobile
- * 07881 106340

Any questions?