

Accessing support

We support families who live in Berkshire, South Bucks and into surrounding counties.

If you would like more information or to access support, please call 01628 822777 to start your referral, or if you are already supported by the hospice, please talk this through with your Alexander's Nurse or Carer, who can make a referral for you.

Comments and feedback

We aim to provide the highest standard of care to all those who use our service. An important part of that is listening to your comments and feedback.

At any time, if you or anyone in your family, has any concerns about services offered or received we would encourage you to talk to a member of Alexander's Care Team or the Director of Care.

Care Quality Commission (CQC)

We are registered with the CQC which is the organisation responsible for ensuring compliance with required regulations and standards to ensure the quality and safety of service delivery.

If you would like further information about our services, please contact us:

Alexander Devine Children's Hospice Service
Snowball Hill, Maidenhead, SL6 3LU

Telephone: 01628 822777

Email: care@alexanderdevine.org

www.alexanderdevine.org



Registered Charity No. 1118947



Emotional Support and Counselling Services



There for you and your family

Alexander Devine Children's Hospice Service is a charity that provides specialist care and support to children with life-limiting and life-threatening conditions, and their families, across Berkshire, South Bucks and into surrounding counties.

We offer care to the whole family and recognise the need for support throughout the child's illness and in bereavement.

We believe that offering counselling support can help at the most difficult of times.

We know that every family is different and we will work with each member of the family to provide the help that is needed.



What we offer

We are able to provide the opportunity to talk to somebody who will listen to how you are feeling without giving advice or judgement. Experience shows us that the opportunity to discuss how you are feeling, in confidence with someone who is not known to you personally, can help you.

Our service is free of charge to all families. We are funded nearly entirely by voluntary donations and have a dedicated fundraising team.

With who

Our team of trained counsellors have experience working with families throughout their child's illness and in bereavement.

Siblings are also supported by our trained play specialists who offer individual and group support.

Counselling sessions

Normally a counselling session will last up to an hour. The number of sessions will depend on what you and the counsellor decide together. It may be one meeting, weekly or monthly support.

The initial session takes place at our hospice in our 'Hug room', a dedicated and peaceful space. We can also offer sessions through Teams and telephone counselling.

Each year we also hold remembrance events in June and November. This provides an opportunity for memory making activities, candle lighting and a chance to meet and talk with other families.