



**We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.**

**To use the Text Relay service, prefix all numbers with 18001.**

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔

ने इगठु उरनमे सी लेउ वै उं विरथा वरवे इस नंवर उे बेन वरवे: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں

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यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

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Website: [www.ashfordstpeters.nhs.uk](http://www.ashfordstpeters.nhs.uk)

# NICU Counselling Service

## Neonatal Intensive Care Unit

# NICU Counselling Service

## Who is this Service for?

The service is available, free of charge, to any parent who has a baby on the Neonatal Intensive Care Unit at St. Peter's Hospital.

## What is meant by Counselling?

Having a baby on NICU can be an extremely stressful experience and sometimes this may feel overwhelming. If you have anxieties or are feeling troubled, counselling provides a safe place to talk about what is distressing you. This gives you the opportunity to explore and express emotions with someone outside your home environment, who is there solely for your benefit and guarantees complete confidentiality.

Bottled up feelings such as anger, grief and embarrassment can become very intense. The counsellor will neither judge you nor offer advice but will offer support and help you to explore the problems and understand them. An opportunity to talk and express your feelings in a secure place can help. Counselling is not a medical procedure and counsellors do not prescribe drugs or offer medical treatment. Their focus is on emotional wellbeing.

## How often do I see a Counsellor?

Sometimes one session is enough, although you may benefit from more. Most sessions last 50 minutes and take place once a week.

## Who is the Counsellor?

The Counsellor is a Sister on the Neonatal Unit who holds an MSc in Counselling and is formally qualified in a variety of counselling approaches. She works within the British Association of Counsellors and Psychotherapists (BACP) and Nursing Codes of Ethics.

## Where do counselling sessions take place?

The counselling sessions take place in a quiet room on the NICU. It is also possible to receive counselling over the telephone if travelling to the hospital is difficult.

## How to access the service

You can speak to the nurse looking after your baby and ask her to contact the counsellor for you or you can contact her directly by telephoning her on **01932 723889**. This is a voicemail telephone service, if you leave a message your call will usually be returned within one week.

Alternative you may write to:

Lynn Parker, Family Support Nurse, Neonatal Intensive Care Unit, St. Peter's Hospital, Guildford Road, CHERTSEY, Surrey KT16 0PZ

e.mail [lynn.parker@asph.nhs.uk](mailto:lynn.parker@asph.nhs.uk)

You may also like to contact any of the following organisations for counselling and support:

The British Association of Counselling (BACP) <i>(for a nationwide list of counsellors)</i>	0870 443 5252
<a href="http://www.BACP.co.uk">www.BACP.co.uk</a>	
The Samaritans	01932 844 444
SANDS	020 7436 5881
<a href="http://www.uk-sands.org">www.uk-sands.org</a>	

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## Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty. If they cannot resolve your concern, please contact our Patient Advice and Liaison Service (PALS) on 01932 723553 or email [pals@asph.nhs.uk](mailto:pals@asph.nhs.uk). If you still remain concerned please contact our Complaints Manager on 01932 722612 or email [complaints@asph.nhs.uk](mailto:complaints@asph.nhs.uk).

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