

# Women and Children's Division Counselling Service

An information guide



# Women and Children's Division Counselling Service

## What is the service and what can it be used for?

The service offers counselling and/or practical support to women and their families who are attending or have recently attended the maternity or gynaecology wards or out-patient clinics or the neonatal unit.

## What is counselling?

Counselling can help you to:

- Talk about the things which bother you in a safe and private place.
- Sort out your problems without being judged or told what to do.
- Say as much as you want, when you want.
- Be supported at a difficult time in your life.

## What kind of things can I talk about?

There are no strict rules. For instance, you may want support :

- Following the miscarriage, stillbirth or death of your baby.
- Whilst your baby is being cared for on the neonatal unit.
- If you have experienced problems during or after your pregnancy.
- If you have lost a baby in the recent past.
- Before or after the termination of your pregnancy.
- If you have gynaecological problems.
- If you have received bad news.
- If you feel traumatised following the birth.

## **Anything else?**

Many things may interfere with your health while you are attending the hospital. These could include:

- Problems in your relationship.
- Domestic violence.
- The death of someone close to you.
- Loneliness or isolation.
- Racial harassment.
- Fear about the future.

## **Will anyone find out what I tell the counsellor?**

As a rule, everything you talk about with a counsellor is confidential. Occasionally it may be necessary to talk with other professionals but this would be discussed with you first.

## **Can anyone else help?**

Below are the contact details of other organisations which may be able to offer advice and support;

- The Miscarriage Association. [www.miscarriageassociation.org.uk](http://www.miscarriageassociation.org.uk)
- The Ectopic Pregnancy Trust. [www.ectopic.org.uk](http://www.ectopic.org.uk)
- Stillbirth and Neonatal Death Society. [www.sands.org.uk](http://www.sands.org.uk)
- The Child Bereavement Trust. [www.childbereavement.org.uk](http://www.childbereavement.org.uk)
- The Lullaby Trust [www.lullabytrust.org.uk](http://www.lullabytrust.org.uk)
- Association for postnatal illness. [www.apni.org](http://www.apni.org)

## **How can I contact the counselling service?**

You can contact the service by ringing 0161 720 2969. If the counsellor is busy you will be asked to leave a message. The counsellor will ring you back as soon as possible. This voicemail is private and will not be listened to by anyone other than a counsellor.

**If English is not your first language and you need help, please contact the Interpretation and Translation Service**

Jeśli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy, skontaktuj się z działem tłumaczeń ustnych i pisemnych

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Dacă engleza nu este prima ta limbă și ai nevoie de ajutor, te rugăm să contactezi Serviciul de interpretare și traducere

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To improve our care environment for Patients, Visitors and Staff, **Northern Care Alliance NHS Group** is Smoke Free including buildings, grounds & car parks.

For advice on stopping smoking contact the Specialist Stop Smoking Service on 01706 517 522

**For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897**

**For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 624 0420 and the Switchboard Operator will put you through to the correct department / service**

The Northern Care Alliance NHS Group (NCA) is one of the largest NHS organisations in the country, employing 17,000 staff and providing a range of hospital and community healthcare services to around 1 million people across Salford, Oldham, Bury, Rochdale and surrounding areas. Our Care Organisations are responsible for providing our services, delivering safe, high quality and reliable care to the local communities they serve.

The NCA brings together Salford Royal NHS Foundation Trust and the hospitals and community services of The Royal Oldham Hospital, Fairfield General Hospital in Bury, and Rochdale Infirmary (currently part of The Pennine Acute Hospitals NHS Trust).

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