

## Spiritual Care Services Centre (Chapel), Level B, East side

- **Tuesdays** at 4pm Roman Catholic Mass is said by a local priest.
- **Fridays** at 11.15am patients can be brought to the Chapel for a 30 minute service of Holy Communion – all are welcome to attend.
- **Fridays** 1–2pm Muslim Congregational Prayers are led by Muslims.

The **Spiritual Care Centre/Chapel** is open 24/7 for prayer and quiet reflection. An electronic candle stand, inside on the left, is available for lighting a candle, no matches or lighter needed.

Everyone is welcome to sit and reflect in the quiet.

## Reference

Bradford Social Services, 1999, quote on page 143. 'Spiritual Assessment in Healthcare Practice' edited by Wildred McSherry and Linda Ross.

## Contact details

### How to contact a Chaplain

- Ask your nurse to contact us ext **4044**
- From outside the hospital ring our direct line **01483 406835**, and if we are on the wards, leave a confidential message.
- Out of hours contact hospital switchboard on **01483 571122** and ask for the duty chaplain to be paged.

### PALS and Advocacy contact details

Contact details of independent advocacy services can be provided by our Patient Advice and Liaison Service (PALS) who are located on the right hand side as you enter the main reception area. PALS are also your first point of contact for health related issues, questions or concerns surrounding RSCH patient services.

**Telephone:** 01483 402757

**Email:** rsc-tr.pals@nhs.net

**Opening hours:** 9.00am–3.00pm  
Monday to Friday

If you would like information documents in large print, on tape or in another language or form please contact PALS.

Past review date: N/A

Future review date: January 2021

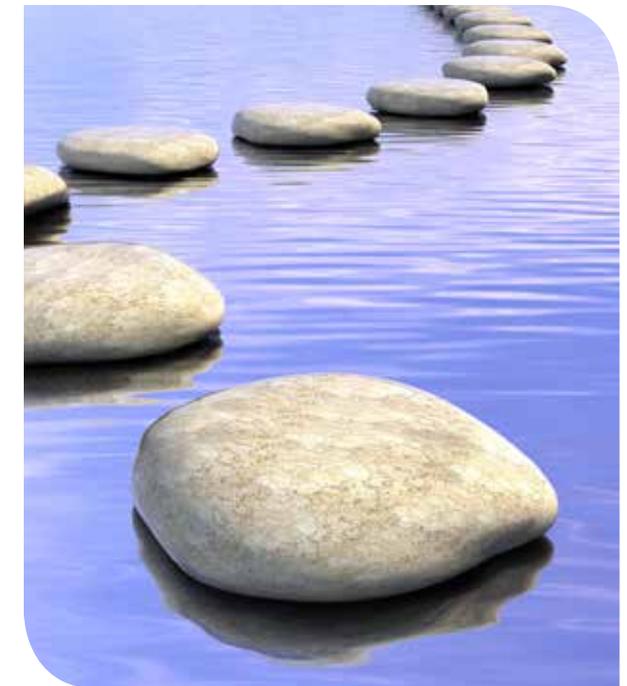
Author: Joanna Percival

PIN171219–1420



## Emotional and Spiritual support while you're in hospital

### Spiritual Care Services



### Patient information leaflet

# “Thank you for your care and sensitivity.”

A patient's relative.

## The Patient Experience

---

Coming into hospital, even when your treatment is necessary and planned, can be an anxious time. You may be having tests and be unsure of the results. You may not sleep particularly well in hospital because of the unfamiliar bed or noises in the night. You may be concerned about loved ones at home or about something else.

This is normal for everyone and simply talking about what you are experiencing in hospital with family members may be enough to give you all the reassurance you need. Nurses are here for you too but they are also busy and may not have all the time to talk that you need.

## Chaplaincy Team

---

The Royal Surrey has two full-time and one part-time chaplain as well as pastoral volunteers. We have considerable experience of listening to and supporting people in hospital about a wide range of issues and concerns.

Chaplains are here for all patients, relatives and carers as well as for hospital staff. We are all ordained in the Christian faith, however, we work generically rather like chaplains in the armed services. This means that we do not bring up faith and it is up to you if you want to talk about it.

We want to be of kind and generous service to you in whatever way you need at this time. All our work is confidential. You are not 'bothering' us if you ask a nurse to contact a chaplain!

We work during the day 8.30am–5pm but also run a 24 hour on call service so that we can be contacted out of daytime hours for urgent, critical or emergency hospital visits.

## Some reasons people ask to talk to a chaplain

---

- Finding it difficult in hospital
- Recently bereaved
- Trying to cope with bad news
- Feeling sad or upset
- Unsure about the future
- Worried about family members at home
- Needing help in thinking things through
- Wanting to talk about difficult things that happened in the past
- A loved one who needs support regarding your situation
- Assistance in meeting your religious needs (all faiths and beliefs)
- Looking for someone to pray
- Simply feeling a bit low and welcoming a friendly conversation
- In order to receive Holy Communion
- To meet with someone from the same faith or belief

- To talk about personal fears around dying and end of life issues
- Unexpected life changes
- Something practical
- None of the above – maybe simply curiosity and that's fine too!

## What is Spiritual Care?

---

Listening and support for the whole human person, it may include religious faith but not necessarily. “It can refer to the essence of human beings as unique individuals ‘what makes me me and you you’, so it is the power, energy and hopefulness in a person. It is life at its best, growth and creativity, freedom and love. It is what is deepest in us, what gives us direction, motivation. It is what enables a person to survive bad times ...to overcome difficulties...to become themselves...”  
*(Bradford Social Services, 1999)*

## What is Religious Care?

---

Some people ask for a chaplain to pray with them or to talk over aspects of faith and belief. We can also contact someone from your own faith tradition to come and visit you; or your own faith leader.

Chaplains can bring a shortened form of Holy Communion to your bedside (Church of England, Free Churches).

Roman Catholic volunteers bring Holy Communion to RC patients; a priest can provide the Sacrament of the Sick and the Rite of Reconciliation (Confession).