



**Pastoral Care
Chaplaincy
Service**



What does the Chaplain do?

As part of the Palliative Care Team, the role of the Pastoral Care Chaplain (the Chaplain) is one of listening. Listening to whatever is on your mind and listening to whatever you want to share. You may have concerns for your family; how will they cope? You may be experiencing anxieties that are too difficult to express or even acknowledge. The Chaplain can support you with these concerns.

But I'm not religious!

Some people turn to the Chaplain because they are religious or they want to explore their spirituality and, for some, this includes their faith. Others, for whom religion is not important, look to the Chaplain to be an accepting, empowering and positive

companion as they travel what might become a tough journey through their illness.

Who is the service for?

The Chaplain is there for everyone, of any faith or none. It doesn't matter if you've never been to church, or never intend to.

Pastoral Care

Pastoral Care is a safe, confidential and professional process helping people to explore, reflect and resolve fears and difficulties in their spiritual and emotional life.

Pastoral Care Role

Pastoral Carers deliver professional expertise in a caring, respectful, reassuring setting. They may help you to clarify your particular situation, to express your thoughts and feelings, to explore new options and to agree a course of action, in a non-directive matter.

Our Patient-Focused Goals

- To deliver a relevant and meaningful service to persons facing the challenges of illness, loss and bereavement.
- To treat every person as unique.
- To be open and transparent in all communications.
- To encourage patients to give feedback on any matters concerning them.
- To empower patients to see the best in themselves.
- To enhance relationships between the patient's family, carers and friends.
- To help patients resolve fears and difficulties in their spiritual and emotional life.

Facilities

Quiet rooms, counselling rooms and a small Chapel/Reflection Room are available to facilitate reflection, privacy or one-to-one meetings. The Chaplain also visits people in community settings (in the person's own home or a Nursing Home). The Hospice building is designed to provide ease of access for people with disabilities and special needs.

Availability

The Pastoral Care Chaplaincy service may be contacted through any hospice staff member, or via the Hospice telephone number. Outside of office hours, local clergy and other faith leaders may be contacted through the Chaplain or Senior Nurse on duty, via the Hospice telephone number.

Evaluation and Feedback

We welcome and value feedback from those who use or experience our services. In particular, we want to hear about any aspects of our service you feel we could improve. Comment cards are available throughout the Hospice, and can be posted to you if required.

Where are we?

Galway Hospice governed service provides specialist care to patient and families. The chaplaincy service is provided from two locations, Galway Hospice and Mayo Hospice.

Bereavement Support

Bereavement Support is provided by the Hospice Pastoral Care team, particularly in relation to spiritual issues surrounding the death of relative, friend or other significant person

Remembrance Service

A Service of Remembrance is held by each Hospice several times throughout the year. The Service provides bereaved families with an opportunity to remember those who have died, to meet others who have been bereaved, and to speak to staff members of the Hospice in a relaxed, informal setting.

Annual Ceremony

Every November, Galway/Mayo Hospices hold an Annual Memorial Ceremony. The relatives and friends of those who died in the past year, as well as the general public, will be contacted in advance and informed of the Memorial Ceremony arrangements, date, time and venue.

Annual Tree of Lights Ceremony

Every year, on the first Sunday of December, the Annual Tree of Lights Ceremony takes place around the Memorial Tree on the grounds of both the Galway/Mayo Hospices. Relatives and friends of those who have died in the care of the Hospice, as well as the general public, are welcome to attend or view online.

What services are available?

Religious Services can be viewed in each patient's room on TV or online via the Hospice Wi-Fi.

Representatives of other faiths (Christian and non-Christian) are welcome to visit the hospice, if desired by any patient. Arrangements may be made through the Hospice Chaplain.

Daily Services

- Holy Communion
- Sacrament of the Sick
- Sacrament of Reconciliation
- Weekly Mass
- Weekly Non-Denominational Prayer Service

Sunday Services

- TV or online


If you wish to attend / avail of any of these services, just ask any member of staff and arrangements will be made to assist you.

Our Mission

The mission of Galway Hospice governed service, as partners with the Health Service Executive, is to support patients from counties Galway, Mayo and Roscommon with advanced diseases needing palliative care to attain the best quality of life possible.

Our Vision


Galway Hospice governed service will be an integral part of the community providing specialist palliative care by offering the right care with dignity and compassion to patients and families living with life-limiting illness when needed.

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