

Counselling and bereavement service for parents and carers

Information about our parent counselling service

We know it can be a very difficult time for you and your family when your child is in hospital. It could be because of a life-limiting, life-threatening condition, end-of-life (palliative) care, an uncertain diagnosis, or something else.

Many parents and carers tell us about the confusion, unpredictability and fear of the unknown they feel during different stages of treatment, or after the death of their child.

Counselling and psychotherapy are types of talking therapy that invite you to reflect on, and try to manage, challenging thoughts and feelings.

We offer a safe, confidential and consistent space that's free from judgement, for you to talk about what's on your mind. We will not tell you what to do. We will help you to find your own solutions which could be making changes or learning how to cope with a situation. Counselling also offers a space to imagine, and then begin to accept, the things that cannot be changed.

The counselling service is free, and is for parents and carers whose children are seen as outpatients.

About the service

We're a small team of qualified and registered counsellors and psychotherapists. We work using different types of therapy. We try to be as flexible as possible, and to focus our care on what you need most.

Appointments are for 50 minutes, on weekdays, between 9am and 5pm. They can be in person, online, or by phone, and at a regular time that suits you.

Our role

We're here to:

- help you make sense of your world: thoughts, feelings and experiences
- be a confidante alongside you on an uncertain journey
- consider the consequences of challenges that may be ahead
- with consent, support or advocate for you with other professionals involved in your child's care

You might prefer to talk with us on your own, with your partner, or with someone else. We offer different amounts of sessions depending on your needs.

How to arrange to see us

You can:

- ask a member of your child's team at Evelina London to refer you
- contact us directly, **phone** 020 7188 4538 (leave a message and we'll return your call), **email** gstt.parentcounselling@nhs.net

We try to respond to emails and messages within 2 working days.

Confidentiality

We work with your child's medical team and will get your consent before sharing anything from our sessions. We follow safeguarding processes, which means we need to make sure that you, and anyone you talk to us about, is safe.

Your data

You and your child's data is kept securely on our record management system. We'll only look at it for use within the counselling service. Brief factual notes are made after sessions. Your data is held in line with the Trust's data practices, which you can read online, [web](http://www.guysandstthomas.nhs.uk/about-us/your-health-records) www.guysandstthomas.nhs.uk/about-us/your-health-records

Contact us

If you have any questions about our service, please contact us.

Email gstt.parentcounsellingservice@nhs.net

Phone 020 7188 4538

For more information about conditions, procedures, treatments and services offered at our hospitals, please visit [web](http://www.evelinalondon.nhs.uk/leaflets) www.evelinalondon.nhs.uk/leaflets

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