



Referrals FAQ

*Listening
Service*

What is The Well Chaplaincy?

The Well Chaplaincy is a safe and welcoming space for a person to be listened to & where they can tell their story. Chaplains provides a compassionate, listening presence to help people explore questions or concerns linked to their emotional and spiritual wellbeing.

How is it different from The Well Counselling?

There is a separate counselling service which aims to improve access to affordable, professional counselling within the Malvern area. Accredited counsellors and psychotherapists are more specifically trained for a therapeutic or healing process to address problems impacting behaviour, emotional and mental health. *While both services have a different professional scope, they share most ethical standards of practice.*

6 Church Street, Great Malvern, WR14 2AY

What is a chaplain?

The role of a chaplain is primarily as an empathetic, non-judgmental listener available to talk with individuals who have requested a confidential conversation for the broad purpose of improving their wellbeing and resilience. The role of the chaplain is not to fix problems, but to hear people's stories, validate their distress or concerns and help them make sense or find meaning through asking respectful questions and reflecting back about what they have heard.

Who are your chaplains?

Our chaplains have all been recommended by their local church leaders, attended external training on the chaplaincy/listening role and agreed to a code of conduct and supervision arrangements to ensure their wellbeing and capacity to fulfil the role.

Is it confidential?

Confidentiality is important in creating a safe environment to share. Any professional boundaries or exceptions related to confidentiality will be discussed in the first session.

Is it only for Christians?

While our chaplains all have a Christian faith that will inform their own views about spirituality, the listening service is available to people of any faith or none. Where individuals would like to be prayed for the chaplains can offer this.

What can chaplains help with?

Chaplains can listen and talk about life and faith issues such as dealing with loss, death, bereavement, guilt, conflict and shame. Where appropriate, the chaplains will offer to pray for the person they are meeting with.

What can't chaplains help with?

Inevitably, there may be some topics of discussion for which the chaplains may not feel suitably equipped or prepared. If so, they will be honest about this and explain that they think the individual may benefit from either a different chaplain or a different type of support, care or counselling.

How is a person referred to the chaplaincy service

Individuals may access the chaplaincy team directly by phoning or emailing the chaplaincy service. Also, they may be referred by a Malvern church leader, or appropriate professional. The service is free of charge for individuals using the service.

What should the person expect for initial contact?

After a referral, a person should expect to hear back from the chaplaincy administrator. The administrator will arrange a first informal session at The Well café which will include discussion around expectations of the service.

How many sessions can a person have?

After that initial session, each individual can have a further 5 sessions of up to an hour. These subsequent sessions will take place in our private chaplaincy room or another suitable private space at The Well.

Can I provide Feedback?

Feedback is valuable for developing and improving the service. This can be directed to the chaplaincy administrator or to the management team at The Well.

Can I express a concern?

Please do express any concerns arising from the chaplaincy service with the relevant chaplain or chaplaincy administrator. When necessary you can contact the managers and trustees of The Well directly, or for serious breaches the Association of Christians in Counselling and related professions.

Who is responsible for The Well?

The Well Chaplaincy is a service provided by The Lyttelton Well Ltd, registered charity 1001139. The Well Chaplaincy is a member of the Association of Christians in Counselling and related professions as a pastoral care organisation.



*Referrals and enquiries can be addressed to
the Chaplaincy administrator*

info@thewellchaplaincy.co.uk / Tel: 0799 915 6322