



# Bereavement Support Directory

*Information and advice for the bereaved*

**Bereavement Services**





## Coping with bereavement

Grieving is a natural response to the loss of someone close to you. We all experience grief in our own way. There is no single 'right or wrong' way to process loss.

Feelings you may experience include:

- ❖ Disbelief or denial, continuing as if nothing has changed
- ❖ Feelings like anger, panic, shock or emotional numbness
- ❖ Difficulty sleeping, tiredness, loss of appetite, change of mood, trouble concentrating, anxiety or depression
- ❖ Vivid imaginations of seeing or hearing the deceased
- ❖ Feelings of guilt due to perceived failures or inability to prevent the death

Recognising and allowing these different reactions is an important part of the healing process and your future wellbeing.

## Things that can help

- ❖ Talk about your feelings and your loss – it's ok not to feel ok
- ❖ Reach out for support and communicate your needs to others who can help
- ❖ Try to maintain your normal routine as much as possible
- ❖ Take care of yourself – sleep and rest; spend time with family/ friends/ neighbours/ local community groups
- ❖ Be patient – it takes time for things to feel different, bereavement can be like a rollercoaster
- ❖ Be careful as accidents are more likely to happen during periods of stress.

## Talking to children

As adults we feel the need to protect our children from things that we might find difficult. It is easy to assume children will not understand death and bereavement, or that it will be too upsetting for them. Like adults, children find it harder to cope if they are not told what is happening and can be more frightened and distressed by their own imagination.

Children tend to express their grief through changes in behaviour rather than talking or crying. Try and include them, tell them as much as you can in a simple manner, using appropriate words, e.g. dead, died, rather than lost or asleep. Give them plenty of time to ask questions and offer love and reassurance.

It is helpful for adults to share feelings with children, including sadness as they need help to understand what has happened and their information needs will change according to their age and level of development.

- ❖ Talking, reading, drawing and playing games can be useful ways to open conversations and allows a child to express themselves as they wish, in order to say goodbye to the person who has died
- ❖ Encourage children to return to school and continue their usual activities
- ❖ Recall happy memories, this may be painful but can also bring comfort, looking through photographs and keeping personal mementos
- ❖ Offer children the opportunity to participate in the funeral if they wish to do so and if you are comfortable with that
- ❖ Speak to their school or college as they can also offer support.

## Local community-based bereavement support services

### Age UK Sandwell

**Tel:** 0121 437 0033

**Email:** [info@ageuksandwell.org.uk](mailto:info@ageuksandwell.org.uk)

**Website:** [www.ageuk.org.uk/sandwell](http://www.ageuk.org.uk/sandwell)

Age UK offers advice, information and services for the older person and their carers.

### Beyond Blue

19a Spring Court, Spring Head, Wednesbury, WS10 9AD

**Tel:** 0121 269 5990 / 07813 125443

**Email:** [info@beyond-blue.co.uk](mailto:info@beyond-blue.co.uk)

**Website:** [www.break-thru.co.uk](http://www.break-thru.co.uk)

This service offers talking therapy and integrative counselling around mental health for communities and individuals in Sandwell. Beyond Blue specialises in therapeutic support.

### Black Country Support After Suicide

**Tel:** 0800 008 6516

**Email:** [blackcountrysupportaftersuicide@rethink.org](mailto:blackcountrysupportaftersuicide@rethink.org)

**Website:** [www.rethink.org/help-in-your-area/services/community-support/black-country-support-after-suicide/](http://www.rethink.org/help-in-your-area/services/community-support/black-country-support-after-suicide/)

We provide support for next of kin and close family members who are bereaved by suicide in the Black Country of any age including children and young people.

### CRUSE Bereavement Care Sandwell and Walsall

Council House, High Street, Smethwick, B66 3NT

**Tel:** 0121 558 1798

**Email:** [sandwell@cruse.org.uk](mailto:sandwell@cruse.org.uk) / [BlackCountry@cruse.org.uk](mailto:BlackCountry@cruse.org.uk)

**Website:** [www.cruse.org.uk](http://www.cruse.org.uk)

CRUSE offers free and confidential support after the death of someone close. Cruse offers face-to-face, group, telephone, email and website support.

## **Dorothy Parkes Centre – Loss Matters**

Church Road, Smethwick, B67 6EH

**Tel:** 0121 558 2998

**Email:** [admin@dorothyparkes.org](mailto:admin@dorothyparkes.org)

**Website:** [www.dorothyparkes.org](http://www.dorothyparkes.org)

Loss Matters is a free support programme for members of our local community who have had experience of grief, bereavement and loss.

## **Kaleidoscope Plus**

Hope Place, 321 High Street, West Bromwich, B70 8LU

**Tel:** 0121 565 5605

**Email:** [info@kaleidoscopeplus.org.uk](mailto:info@kaleidoscopeplus.org.uk)

**Website:** [www.kaleidoscopeplus.org.uk](http://www.kaleidoscopeplus.org.uk)

Bereavement Group monthly meetings. Bereaved by Suicide Group monthly meetings. Counselling Services.

## **Murray Hall Community Trust**

The Bridge, St Marks Road, Tipton, DY4 0SL

**Tel:** 0121 612 2939

**Email:** [info@murrayhall.co.uk](mailto:info@murrayhall.co.uk)

**Website:** [www.murrayhall.co.uk](http://www.murrayhall.co.uk)

Murray Hall Community Trust supports people living with cancer palliative care needs. Information, guidance and host a monthly bereavement support group.

# Local community-based bereavement services for children and young people

## **Beyond The Horizon**

Holy Cross Church Centre, Beauchamp Road, Birmingham, B13 0NS

**Tel:** 0121 444 5454

**Email:** [admin@beyondthehorizon.org.uk](mailto:admin@beyondthehorizon.org.uk)

**Website:** [www.beyondthehorizon.org.uk](http://www.beyondthehorizon.org.uk)

Beyond the Horizon offers:

- ❖ One to one support for children experiencing grief after a death
- ❖ Activity days for children, young people and families
- ❖ Advice and training for professionals supporting children

## **Edward's Trust, Birmingham**

37 Calthorpe Road, Edgbaston, Birmingham, B15 1TS

**Tel:** 0121 454 1705

**Email:** [admin@edwardstrust.org.uk](mailto:admin@edwardstrust.org.uk)

**Website:** [www.edwardstrust.org.uk](http://www.edwardstrust.org.uk)

Edward's Trust offers the following services to children from the West Midlands, Staffordshire, Shropshire, Warwickshire and Worcestershire areas:

- ❖ Support and counselling for children of school age who are bereaved of a parent, significant carer, sibling or friend
- ❖ Support and counselling for all affected by the death of a child

## **Grief Encounter**

**Tel:** 0808 802 0111

**Email:** [griefftalk@griefencounter.org.uk](mailto:griefftalk@griefencounter.org.uk)

**Website:** [www.griefencounter.org.uk](http://www.griefencounter.org.uk)

The Grief Encounter project aims to help bereaved children and young people rebuild their lives after a family death. The project aims to improve resources available to bereaved children and their families. It is designed to be used in conjunction with the grief encounters workbook.

## **Kooth.com**

**Website:** Self-referral via [www.kooth.com](http://www.kooth.com)

Online Counselling & Support for Young People. Kooth is a web based confidential support service available to all young people in Sandwell ages 11-18 years.

## **Lily Mae Foundation**

**Tel:** 01676 535716

**Email:** [www.lilymaefoundation.org/contact](http://www.lilymaefoundation.org/contact)

**Website:** [www.lilymaefoundation.org](http://www.lilymaefoundation.org)

Baby loss bereavement support for parents and families who live within the West Midlands following a stillbirth, neonatal death, miscarriage or medical termination.

## **Winston's Wish**

**Tel:** 0808 8020 021

**Email:** [ask@winstonswish.org](mailto:ask@winstonswish.org)

**Website:** [www.winstonswish.org](http://www.winstonswish.org)

Winston's Wish helps support bereaved children and young people. They offer practical support and guidance to families, professionals and anyone helping to support a child affected by death. Excellent source for resources and information, the interactive website for children and young people is also very useful.



If you would like further support, please scan the QR code or visit:

[www.healthysandwell.co.uk](http://www.healthysandwell.co.uk)



If you would like further support, please scan the QR code or visit:

[www.sandwelltrends.info/faithgroups/](http://www.sandwelltrends.info/faithgroups/)



## National bereavement support organisations

### At a Loss

**Website:** [www.ataloss.org](http://www.ataloss.org)

Bereavement signposting and information service – everything a bereaved person needs in one place, for comprehensive, holistic and tailored support.

### British Association for Counselling and Psychotherapy

**Tel:** 01455 88 33 00

**Email:** [bacp@bacp.co.uk](mailto:bacp@bacp.co.uk)

**Website:** [www.bacp.co.uk](http://www.bacp.co.uk)

Provides information about local counselling organisations and individual counsellors who are accredited members.

### Bereavement Advice Centre

**Tel:** 0800 634 9494

**Website:** [www.bereavementadvice.org](http://www.bereavementadvice.org)

Gives practical information, advice and signposting on the many issues and procedures that face us after the death of someone close.

### Childhood Bereavement Network

**Tel:** 020 7843 6309

**Email:** [cbn@ncb.org.uk](mailto:cbn@ncb.org.uk)

**Website:** [www.childhoodbereavementnetwork.org.uk](http://www.childhoodbereavementnetwork.org.uk)

Provides access to information, guidance and support services for bereaved children and carers.

### Child Bereavement UK

**Tel:** 0800 0288 840

**Email:** [support@childbereavementuk.org](mailto:support@childbereavementuk.org)

**Website:** [www.childbereavementuk.org](http://www.childbereavementuk.org)

Child Bereavement UK supports families and educates professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement.

## **Child Death Helpline**

**Tel:** 0800 282 986

(7pm - 10pm every evening; 10am - 1pm Monday, Tuesday, Thursday, Friday; 10am - 4pm Wednesday)

**Email:** [contact@childdeathhelpline.org.uk](mailto:contact@childdeathhelpline.org.uk)

**Website:** [www.childdeathhelpline.org.uk](http://www.childdeathhelpline.org.uk)

The Child Death Helpline provides a listening service that offers emotional support to all those affected by the death of a child.

## **The Compassionate Friends**

**Tel:** 0345 123 2304

**Email:** [helpline@tcf.org.uk](mailto:helpline@tcf.org.uk)

**Website:** [www.tcf.org.uk](http://www.tcf.org.uk)

Local contacts are available throughout the area – please contact the national office to obtain details of your local contact. The Compassionate Friends (TCF) is an organisation of bereaved parents and their families, offering understanding, support and encouragement to others after the death of a child or children of any age. They also offer support, advice and information to other relatives, friends and professionals who are helping the family.

## **CRUSE National Helpline**

**Tel:** 0808 808 1677

**Email support:** [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk) /

[hopeagain@cruse.org.uk](mailto:hopeagain@cruse.org.uk) (young person's support)

**Website:** [www.cruse.org.uk](http://www.cruse.org.uk) / [www.hopeagain.org.uk](http://www.hopeagain.org.uk)

CRUSE national provides information and support through a telephone helpline and website. Interactive website provided for young people and access to email support.

## **CRY – Cardiac Risk in the Young**

Unit 1140B, The Axis Centre, Cleeve Road, Leatherhead,  
Surrey, KT22 7RD

**Tel:** 01737 363222

**Email:** [cry@c-r-y.org.uk](mailto:cry@c-r-y.org.uk)

**Website:** [www.c-r-y.org.uk](http://www.c-r-y.org.uk)

Help and support to families where there has been a sudden cardiac death of an apparently fit and healthy young person.

## **Kinship**

The Foundry, 17 Oval Way, London SE11 5RR

**Tel:** 0300 123 7015

**Email:** [advice@kinship.org.uk](mailto:advice@kinship.org.uk)

**Website:** [www.kinship.org.uk](http://www.kinship.org.uk)

Kinship provides practical advice and support to grandparents affected by family deaths and estrangements.

## **LGBTQIA+ Switchboard**

**Tel:** 0800 0119 100

**Email:** [hello@switchboard.lgbt](mailto:hello@switchboard.lgbt)

**Website:** [switchboard.lgbt](http://switchboard.lgbt)

National LGBTQIA+ support line.

## **Lullaby Trust**

**Bereavement Helpline:** 0808 802 6868

**Email:** [support@lullabytrust.org.uk](mailto:support@lullabytrust.org.uk)

**Website:** [www.lullabytrust.org.uk](http://www.lullabytrust.org.uk)

The Lullaby Trust is a charity that exists to keep babies safe and keep grieving families supported. We give families a safer start to life and create a supportive space for anyone whose baby or infant has died suddenly or unexpectedly. National helpline and befriending network.

## **The Miscarriage Association**

**Tel:** 01924 200799

**Email:** [info@miscarriageassociation.org.uk](mailto:info@miscarriageassociation.org.uk)

**Website:** [www.miscarriageassociation.org.uk](http://www.miscarriageassociation.org.uk)

Provides information, help and support for those affected by pregnancy loss.

## **Roadpeace**

**Tel:** 0845 450 0355 (helpline) 020 7733 1603 (office)

**Email:** [info@roadpeace.org](mailto:info@roadpeace.org)

**Website:** [www.roadpeace.org](http://www.roadpeace.org)

National charity for the families of road traffic victims provides a helpline, advice, information and signposting to local services.

## **SAMM (Support After Murder and Manslaughter)**

**Tel:** 0121 472 2912

**Email:** [info@samm.org.uk](mailto:info@samm.org.uk)

**Website:** [www.samm.org.uk](http://www.samm.org.uk)

SAMM provides a confidential telephone helpline where you can talk to someone who has experienced the devastating effects of murder/ manslaughter. They offer understanding support and a listening ear.

## **Samaritans**

**Tel:** 116 123

**Website:** [www.samaritans.org](http://www.samaritans.org)

The service is available 24 hours a day for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

## **SANDS (Stillbirth and Neonatal Death Society)**

**Tel:** 0808 164 3332

**Email:** [helpline@sands.org.uk](mailto:helpline@sands.org.uk)

**Website:** [www.sands.org.uk](http://www.sands.org.uk)

SANDS offer support to bereaved parents whose baby is stillborn or dies during or soon after their birth. Their support and information services are available at any time from before, to long after bereavement. Local contacts are available throughout the area – please contact the national office for details of your local contact.

## **SOBS (Survivors of Bereavement by Suicide)**

**Helpline:** 0300 111 5065

**Office Email:** [admin@uksobs.org](mailto:admin@uksobs.org)

**Support Email:** [email.support@uksobs.org](mailto:email.support@uksobs.org)

**Website:** [www.uksobs.com](http://www.uksobs.com)

SOBS aims to meet the needs and break the isolation of those bereaved by the suicide of a close relative or friend. Services provided include telephone and email support, information, monthly local support groups and support days/events.

## **Sue Ryder Grief Support**

**Website:** [www.sueryder.org/grief-support/](http://www.sueryder.org/grief-support/)

Free-to-access support includes an online bereavement community, our self-help Grief Guide, online video counselling, plus more online advice and resources.

## **Terrence Higgins Trust**

**Tel:** 0808 802 12210

**Email:** [info@tht.org.uk](mailto:info@tht.org.uk)

**Website:** [www.tht.org.uk](http://www.tht.org.uk)

Offers support and counselling to people following the death of a parent, relative or friend through AIDS and HIV infection.

## **The Good Grief Trust**

**Email:** [hello@thegoodgrieftrust.org](mailto:hello@thegoodgrieftrust.org)

**Website:** [www.thegoodgrieftrust.org](http://www.thegoodgrieftrust.org)

The Good Grief Trust exists to help all those affected by grief in the UK. Their vision is to help those bereaved from day one, acknowledge their grief and provide reassurance, a virtual hand of friendship and ongoing support. Its website is run by the bereaved for the bereaved.

## **The Silver Line**

**Tel:** 0800 470 80 90

**Website:** [www.thesilverline.org.uk](http://www.thesilverline.org.uk)

The Silver Line is a free and confidential helpline for older people providing information, friendship and advice. Open 24 hours.

## **WAY Widowed and Young**

Suite 14, College Business Centre, Uttoxeter New Road,  
Derby DE22 3WZ

**Tel:** 0300 012 4929

**Email:** [enquiries@widowedandyoung.org.uk](mailto:enquiries@widowedandyoung.org.uk)

**Website:** [www.widowedandyoung.org.uk](http://www.widowedandyoung.org.uk)

The Way Foundation provides a support network for those widowed up to age 50. It provides information, guidance and support regarding other organisations already in operation. Local contacts are available throughout the area – please contact the national office for details of your local contact.



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*stopping mail*

# **STOPPING JUNK MAIL**

It is distressing to deal with a bereavement and unsolicited mail can be insensitive and destructive during a grieving process.

By scanning the below QR code on your phone or visiting [www.stopmail.co.uk](http://www.stopmail.co.uk), we are able to securely share this information with mailing organisations and under the Data Protection Act the information will not be used for any other purpose.

Other benefits reduce the possibility of identity fraud, such as assumed identity and you will only have to supply the information once.



**[www.stopmail.co.uk](http://www.stopmail.co.uk)**

**0808 168 9607 from a landline**  
**0333 006 8114 from a mobile**