

**This excellent information pack is unfortunately  
86 pages long! It has therefore been made  
available for patients on the practice web site:  
[www.ThorneloeLodgeSurgery.co.uk](http://www.ThorneloeLodgeSurgery.co.uk)**



Bereavement Support South Worcestershire

PO BOX 880, Worcester, WR4 4ES

Tel: 01905 760934

Fax: 01905 760935

[www.bereavementsupportworcestershire.org.uk](http://www.bereavementsupportworcestershire.org.uk)

Email: [bereteleadviser@strichards.org.uk](mailto:bereteleadviser@strichards.org.uk) or

[beresocialworker@strichards.org.uk](mailto:beresocialworker@strichards.org.uk)

## What to do When Someone Dies.....

### When someone dies in hospital

A member of staff will inform the next of kin about any death that occurs in hospital.

If the deceased has registered for organ or tissue donation and he/she is eligible, the transplant coordinator at the hospital will talk to the next of kin and/or the person previously appointed to make medical decisions.

This needs to happen very soon after the death as the organ(s) or tissue will need to be removed quickly.

Many hospitals have members of bereavement staff to explain the procedures and coordinate the documentation. If not, ward staff will keep you informed.

### **Documents you'll receive**

You will need certain documents to be completed before you are able to register the death:

- Medical Certificate of Cause of Death - this may be placed in an envelope. You can ask for an explanation of what has been given as the cause of death.
- Formal notice - attached to the Medical Certificate of Death. This confirms that the certificate has been signed, and gives a list of people who are entitled to register the death and the information they will need to be able to do this.

Please be aware that the preparation of documents can take some time, as they can only be completed by members of staff who were directly involved in the care of the patient before they died.

Most hospitals operate an appointment system for collecting documents and personal belongings. Bereavement or ward staff at the hospital will tell you more.

### **Moving the deceased to a funeral home**

You will be asked to contact a funeral director who will arrange to move the deceased from the hospital to a funeral home.

You may be asked to sign a form authorising this.

### **Referral to a coroner**

In some cases, hospital medical staff will have to refer a death to the coroner (or procurator fiscal in Scotland). For example, if the death followed an operation or an accident. If the death is referred to the coroner the documentation detailed above will not be issued.

When someone dies at home or in a care home

### **If the death was unexpected**

You should dial 999 and ask for an ambulance immediately. The operator will give you instructions to carry out resuscitation if possible. When the paramedics arrive, they will carry out resuscitation and/or confirm the death.

You should also ask for the police immediately, leaving the area untouched, except for any action needed for resuscitation.

The police will arrange for the body to be moved by a funeral director acting for the coroner

### **If the death was anticipated**

You should contact the deceased's GP or nearest doctor. If death occurred during the night, you do not need to contact the doctor until the following morning unless you want to.

## **If the cause of death is known and from natural causes**

The doctor will issue the documents that allow you to register the death.

You may call a funeral director of your choice as soon as you are ready. Funeral directors provide a 24-hour service and can arrange for the deceased to be taken to a funeral home at any time - day or night.

## **If the doctor is unsure about the actual cause of death**

Even if it was clearly from natural causes, or if the deceased died suddenly and had not been under a doctor's care during the past 14 days, he/she will contact the coroner who may order a post mortem examination.

This will determine the cause of death and provide the necessary forms and certificates.

## **Checking for important paperwork**

Depending on whether the deceased had documented their wishes, you may find the following paperwork:

### **Funeral wishes**

These are details that the deceased has recorded, for instance whether they wished to be buried or cremated, as well as specific requests about the venue, flowers, readings and music.

These may be found:

- In a Will
- As part of a pre-paid funeral plan
- In an advance funeral wishes statement

### **Executors and payment of the funeral**

If there is a Will, details of the executor/s will be included. They should be contacted in the first few days as probate may be required. Over 1 in 8 of the identities of deceased people is stolen, so it's crucial to start the probate process as soon as possible.

In most cases one of the executors will be a professional. If there is not a professional named then the executors will normally appoint a professional.

The other reason for early contact is that the funeral costs can legally be covered by the deceased's estate unless a pre-paid funeral plan has been taken out.

### **Body donation for medical research or teaching**

If you find paperwork to confirm that the deceased wished to donate their body for medical research or teaching, you should contact a Medical School as soon as possible. They will provide advice and information on what happens next.

To find the nearest Medical School you can call the Human Tissue Authority on 0207 211 3400. Or visit [www.hta.gov.uk](http://www.hta.gov.uk).

### **Other important paperwork**

- Birth certificate
- Marriage or civil partnership certificate(s)
- Death certificates of (a) previous spouse(s)
- Divorce papers showing surnames by which the deceased was known formerly
- Documents relating to state pension or benefits including the National Insurance number
- NHS Medical card - this can be given to the registrar of deaths
- Pension certificates
- Insurance policies
- Bank and building society accounts

These will all be helpful later on, particularly if you need to apply for probate, so please keep them all in a safe place.

### **Registering a death**

One of the first things that needs to happen when someone dies is for the death to be registered.

The process takes about 30 minutes - and the registrar will guide you.

## **When to register**

Time limits apply as follows:

- England, Wales and Northern Ireland - within 5 days
- Scotland - within 8 days

In England and Wales, it is possible to delay registration for a further 9 days, providing that the registrar receives written confirmation that the Medical Cause of Death certificate has been signed by a doctor.

In general, registration of the death should take place before the funeral can go ahead.

Exceptions are deaths subject to investigation by the coroner.

## **Where to register**

In England, the registration should be made in the district in which the death occurred - unless the death occurred in a county that has adopted a county-wide system.

If you cannot get to a registrar in the district (or county) in which the death occurred, you may attend elsewhere but the issue of the Death Certificate will be delayed as documents must be sent between the registrars by post.

In Scotland, the registration can take place at any Scottish registration office.

If you need help finding your nearest Register office, please call us on **0800 195 2924**.

Most registrars operate appointment systems. Some operate an emergency out-of-hours service for families needing immediate burial for reasons of faith. You can call your main council switchboard to find out if there is an out-of-hours service in your area.

## **Who should register**

Only relatives and certain other individuals are legally qualified to become the 'informant' i.e. to register a death. This depends on where the death occurred.

When you call the registrar to make the appointment, you should give the name and relationship of the person who will be attending to check that they are best person for the task.

If the death occurred inside a house or public building such as a hospital, the following people may register the death:

- A relative
- Someone who was present at the death
- The occupier of the house or an official from the public building
- The person making the arrangements with the funeral director

If the death took place elsewhere, the following people may register the death:

- A relative
- Someone who was present at the death
- The person who found the body
- The person who is in charge of the body
- The person making the arrangements with the funeral director

Please note that funeral directors are not permitted to register a death.

### **What to take with you**

You must take:

- Medical Certificate of Cause of Death from the hospital or doctor.
- If the coroner has been involved, the documentation needed will usually be sent by the coroner to the registrar.

If possible, you should also take the deceased's:

- NHS card (also called the medical card)
- Birth certificate
- Marriage or civil partnership certificate (if applicable)
- Documents relating to the receipt of a pension or allowance from government funds

Don't worry if some or all of these documents are unavailable; the registrar will still be able to register the death.

The registrar will need the following information about the deceased:

- Date and place of death
- Address
- Full names - including the birth name of a married woman, any former married names and other names by which the deceased was known
- Place and date of birth - the town or county is sufficient if the exact address is not known. The country of origin is all that's needed for people born outside the UK
- Their current or former occupation
- Details of their wife or husband or civil partner
- Whether they had any Government pension or allowance

### **What the registrar will give you**

When the registrar has all the information they need and this has been entered in the register, they will supply:

#### **Death certificate**

This is a certified copy of the death entry in the register and proves that the death has been registered.

This has to be purchased and the cost varies according to the local authority.

We recommend that you buy a copy of the death certificate for each asset holder, e.g. for each bank or building society where there are accounts, and each pension or insurance policy.

Without a sufficient number of death certificates, sorting out the estate takes longer and extra certificates are more expensive to purchase at a later stage.

Photocopies of the certificate are not normally accepted for legal, financial and insurance companies and are a breach of copyright.

#### **Certificate for burial or cremation**

This is often called the 'green form' and it is issued free of charge.

The registrar will issue a certificate for the burial or cremation of the body. This is usually passed to the funeral director by the person making the funeral arrangements.

The funeral cannot happen until this certificate is given to the burial authority or the crematorium.

This certificate will not be issued in certain circumstances when the coroner has been involved.

### **Certificate for Department of Work & Pensions benefits**

This is the BD8 form Registration or Notification of Death; a certificate to send to the Department of Work & Pensions. It is issued free of charge.

Details of the death are given on one side and on the reverse side is a form to be completed with further details of the person who has died and the person dealing with the estate.

Some register offices issue an envelope with this form, but it can also be returned to the office from which any pension or benefit has been issued or to a local Jobcentre Plus office.

### **Planning a funeral**

The deceased may have left a written record or told family and friends about their preferences or they may have a pre-paid funeral plan in place.

If this is the case, arranging the funeral is a little simpler. If not, a range of decisions will need to be made - from the type of funeral and where to hold it, right the way through to the choice of music and readings.

### **What to do first**

As a first step, you will need to check if the deceased had a pre-paid funeral plan.

If they did, it is important to find the paperwork as soon as possible and to follow the instructions.

Similarly, if the deceased had reserved or arranged payment for a plot in a cemetery, it is important to have this information to hand before visiting the funeral director.

If the coroner is involved then you need to inform the funeral director.

He/she will liaise with the coroner's officer as to when the body will be released for burial or cremation.

### **Finding a funeral director**

Most funerals are arranged through a funeral director.

Funeral directors and their staff are expert professionals, able to deal sensitively with important arrangements at a difficult time. Help and guidance is part of what you're paying for, so you should feel free to ask as many questions as you like.

### **Key decisions to make**

When you see the funeral director he/she will guide you through a number of important decisions.

You may like some time to think things through, so consider the following:

#### **Do you want to see the deceased at the funeral home?**

You should consider this carefully, and then ask the funeral director to arrange a visit if this is something you would like to do.

#### **Will the funeral be a cremation or a burial?**

If you are unsure what the deceased would have wanted, ask other relatives and make a decision so you can advise the funeral director. It may also be helpful to find out what other family members have chosen or to ask for guidance from a faith leader.

Sometimes there are practical issues to be taken into consideration, such as whether there is space in a cemetery and the cost of a plot.

Please don't be embarrassed to discuss these matters with the funeral director; he/she is there to help.

### **Where would you like the funeral to be held?**

You will probably know the choices you have locally but there may be other places that you don't yet know about. The funeral director will be able to tell you about all available locations.

### **What type of coffin would you like?**

There are many types to choose from in addition to the traditional wooden coffin. Alternatives include wicker, bamboo, cardboard - and many others; some of which can be decorated in a way which personalises them to the deceased.

The funeral director will show examples and pictures of the options available.

### **Is there anyone who would like to help carry the coffin?**

If so, you should discuss this with the funeral director.

### **What about clothing, jewellery and personal items?**

For example, is the deceased to be dressed in their own clothes or in something provided by the funeral director?

Please talk to the funeral director about this as some types of clothing may not be permitted.

Usually, items of jewellery are removed and given back to you before the funeral. The funeral director will ask you if this is what you would like to happen. It is not possible to recover any items of jewellery after the coffin has been received at a crematorium.

Please also ask the funeral director about personal items you may wish to place in the coffin as there may be restrictions stated by the cemetery or crematorium. The funeral director will be able to explain the reasons for these.

### **Do you want a newspaper announcement?**

If so, the funeral director can arrange this for you.

### **When is the best time to hold the funeral?**

For example, if family and friends are travelling from far away, later in the day may be preferable.

### **Do you want to ask for flowers or for donations to a special charity?**

Again, the funeral director will advise you on how this works and, if appropriate, collect and pass on the money for you.

### **Who will need to travel in the funeral director's limousines?**

This is usually close family members and friends only, but your funeral director will be able to advise you.

### **Will the cars leaving from the house follow the hearse or will the mourners assemble at the place of the ceremony?**

It's worth remembering that people travelling by public transport will appreciate a lift from the place of ceremony to the venue where refreshments are being served. Those using their own vehicles will probably be pleased to help out if they are aware of the need.

### **Do you want a printed order of service?**

Many funeral directors can now provide an order of service for you, including a photograph of the deceased.

### **Will you need to provide refreshments afterwards?**

If so, where, what sort and for how many? Often mourners are invited back to the family home or to a hall or hotel for something to eat and drink - and to remember the deceased.

Decide what you think is right for you and ask family and friends to help arrange it. People are only too pleased to have something practical to do in the days leading up to the funeral, so accept all offers of help.

The funeral director can make these arrangements for you if you prefer.

## **Arranging the ceremony**

Every person is an individual, so it naturally follows that many relatives and friends wish to create a unique ceremony to remember their loved one.

Funerals tend to have a number of elements:

- Expressing the grief of the mourners
- Giving comfort to the mourners (if this forms part of the deceased's beliefs/faith)
- Remembering and celebrating the life of the person who has died

Your funeral director will help to create the ceremony that is right for you. If you don't already know who you would like to conduct the funeral, he/she will be able to recommend an appropriate person.

The funeral director will make the practical arrangements and ask the person conducting the funeral to contact you and arrange a meeting. He/she will also be aware of what is possible at your chosen venue in terms of numbers and what music can be used; for example, whether there is an organist or whether recorded music can be played.

### **Religious ceremonies**

Many people find a ceremony that is established and familiar (according to their faith and/or cultural tradition) is extremely helpful and comforting.

Please make sure that you tell the funeral director of any specific needs, as not everyone is familiar with the numerous variations of practice within different faiths and denominations.

If you are having hymns or religious readings, you can ask to see the actual text that will be spoken as there may be different translations/versions. It is also important to be aware that many hymns can be sung to different tunes - again the funeral director or minister of religion will be able to advise you.

Many ministers will also agree to incorporate a personal element into a funeral, such as recorded music or a non-religious reading so please discuss this with them.

A period of silence as well as formal prayers may also be appropriate.

### **Civil ceremonies**

A civil funeral ceremony focuses on celebrating the life of the person who has died. It is created by a professional celebrant who will come and talk with you about the wide range of choices for content and the style of the ceremony. Your funeral director will know if there is a civil funeral celebrant in your area.

It is still possible to include some religious content, such as a prayer or a hymn (or both). Also, by including a period of silence, you will enable those who wish to pray to do so.

In some areas, individual freelance celebrants, from either a religious or secular background, offer to conduct bespoke ceremonies. They advertise with funeral directors or in the press and some families may know of them by word of mouth.

### **Memorial ceremonies**

A funeral includes the burial or cremation of the deceased; a memorial ceremony does not.

A memorial ceremony can take place sometime later, giving more time for planning and preparation and the chance for more people to attend.

It is a choice worth considering if you would like the actual funeral to be very private.

Memorials can be arranged by the family but often a professional organisation such as the deceased's place of work or education will be keen to assist.

### **The tribute or eulogy**

Unless it is not permitted within a particular faith or cultural tradition, a central feature of the funeral ceremony is the tribute or eulogy for the person who has died.

This may be delivered by the minister or celebrant, one member of the family or a close friend, or it may comprise several short pieces by a number of people.

If the minister or celebrant is to deliver the tribute, he/she will usually ask family members and friends to note down particular aspects of the deceased's

character or anecdotes - especially if they did not know the deceased personally.

If family or friends deliver the eulogy, it is also a good idea for them to have written notes in case they become too distressed to speak in public during the ceremony and need to hand over to someone else.

Personal contributions are often very moving and emotionally demanding, but they can also be very rewarding for the people delivering them. Gentle humour is often included which encourages a sense of celebration and gratitude for the life of the person being remembered.

### **Letting people know**

You will need to tell people when and where the funeral is to be held.

Usually family and friends will be only too happy to help with this task, so let them help and only make the calls you feel like making.

Most people will attend a funeral wearing fairly formal clothing in sombre colours - unless they have been asked otherwise. If you would like them to wear a specific item, or to dress in bright or casual clothes, you'll need to let them know.

### **The documents you'll need**

Most of the paperwork will be dealt with by the funeral director.

There are some forms that the family or executor must sign, but with the exception of the 'green form' issued by the registrar of deaths, the funeral director will assist you.

Here are the forms you should be aware of:

#### **If the funeral is to be a burial**

1. An application form to purchase a new grave or to re-open an existing plot. The existing Deeds will normally be required for this second option.

OR

#### **If the funeral is to be a cremation**

2. An application form to have the deceased cremated otherwise called cremation form 1. This has to be accompanied by a form stating how the ashes are to be dealt with. It is possible for these to be stored by the crematorium or the funeral director if you have not yet decided what to do with them.

The cremation forms 4, 5 and 10. Form 4 is usually completed by the same doctor who issued the Medical Certificate of Cause of Death; form 5 by a doctor who was independent of the care of the deceased; and the form 10 by the Medical Referee who is on the staff of the crematorium. These forms are usually dealt with by the funeral director.

There is normally a charge for these forms which will appear as one of the disbursements on the invoice from the funeral director.

If the coroner has been involved, he/she will issue cremation form 6 to the funeral director to forward to the crematorium permitting a cremation to take place. There is no charge for this.

3. The 'green certificate' (certificate for disposal) issued by the register office. If the coroner has ordered a post-mortem examination or if there is to be an inquest, this is replaced by documentation from the coroner.

### **Paying for the funeral**

The person who arranges the funeral is responsible for paying the final bill and it is important to know where this money is to come from.

The funeral director will understand if you are anxious about this and it will be helpful to both parties if you explain your concerns very early on in your discussions, and definitely before you sign a contract.

### **If plans are in place**

It is important to check the deceased's personal papers to see if they had a pre-paid funeral plan. This will usually cover the whole cost of the funeral. If there is no prepaid plan, the deceased may have had an insurance policy to cover funeral costs.

### **If no plans are in place**

If there is no funeral plan or insurance policy, the cost of the funeral will normally be met out of any money left by the deceased.

Where money has been left, the funeral bill should be paid before any other bills or debts. Even if the bank account of the deceased has been frozen following the death it may be possible to have funds released from a bank, building society or national savings account on showing the death certificate and funeral invoice.

Sometimes relatives may need to borrow money until financial matters are sorted out and some funeral directors will allow payment to be delayed until this has happened. However, many funeral directors will require a deposit before the funeral to at least cover the costs of the 'disbursements', which are the payments they make to others on your behalf.

If the person who died has not left enough money to cover the costs of the funeral and you receive any kind of low-income benefit (e.g. income support or pension credit), you may be entitled to receive some help towards the cost of the funeral from the Department of Work & Pensions.

### **Fees and charges**

The funeral director will give you a written estimate of the funeral costs that need to be paid. This will be made up from the funeral director's own costs and the disbursements. If you are using ITC to take care of the probate process for you, ITC will arrange for these costs to be paid on behalf of the estate as part of the service.

The funeral director's own charges will include:

- Looking after the person who has died until the funeral
- Funeral cars and staff
- Professional services, which includes advice and time spent working with third parties
- Cost of the coffin or casket

The funeral director may also make payments to some of the following third parties on your behalf:

- Minister, celebrant or officiant
- Doctor
- Crematorium and/or church or cemetery
- Organist
- Florist
- Newspaper notice
- Catering arrangements

### **Repatriation for an overseas funeral**

In some cases, you may require the funeral to take place in another country, in which case there are certain legal requirements that need to be fulfilled.

If the deceased is to move from England or Wales to Scotland, Northern Ireland, the Isle of Man and the Channel Islands, or elsewhere abroad - you will need to notify the coroner for the district in which the deceased is lying and complete a Removal Notice (form 104). You may not need permission from the procurator fiscal in Scotland - your Funeral Director will be able to advise you on this.

Often this authorisation has to be requested at least four days before the person is to be moved to give time for any enquiries to be completed. The funeral director will usually deal with the form on your behalf.

Another factor to bear in mind is cost. Caskets and embalming for repatriation have to conform to high specifications, plus there's the cost of the flight, and additional costs in the destination country.

In some instances cremation in this country with repatriation of the ashes may be an acceptable and less expensive alternative. Cremated remains can often be carried as hand luggage with a death certificate and a certificate from the crematorium, but they may need a consular seal as well.

The funeral director will be able to advise you on these choices and help with the necessary documentation.

Some funeral directors specialise in this type of work and have expertise in particular counties and airlines. You may wish to contact the relevant country's consulate for a recommendation.

### **Coping with bereavement**

Grief affects different people in different ways.

Some people feel overwhelmed and shocked by the intensity of their emotions, whilst others are simply numb.

These feelings can be even more challenging if the person experiencing them also needs to make major practical adjustments in their lifestyle.

It can often help to talk to people who have also been bereaved as they have experienced similar emotions and know that the loss of a loved one is something that changes us, and the way we understand the world.

It takes time, but eventually most people are able to make the necessary adjustments and start to look forwards.

If you are concerned that you are not coping, talk to your GP. He/she can check that there is no physical cause for the way you are feeling and refer you to a bereavement counsellor; someone who is trained in supporting people who have lost a loved one.

There are also self-help groups and other organisations such as charities which specialise in providing support to the bereaved.

### **Helping children**

Children can find it very difficult to understand what has happened when someone dies.

Remember to tell their teacher or nursery teacher who will keep a particular eye on them in the early days after a death and suggest the best way to deal with it, perhaps by involving the rest of their class at school.

Teachers will also have access to the advice of educational psychologists if they feel this might be helpful.

## Checklist

### The registrar will need to know:-

Date and place of death	
Full name, date and place of birth of the deceased	
The deceased's last address	

### You will need to take with you:-

The medical certificate of cause of the death	
The deceased's medical card if available	

### The registrar will give you:-

A certificate for burial or cremation - known as the green form - this is needed by the funeral director (unless the coroner is involved).	
A certificate for the Department of Social Security (DWP) so that any benefits can be adjusted - Form BD8.	
Certified copies of the registered entry can be purchased. These are shown to insurance companies, banks, building societies etc. to prove that the death has occurred. As some organisations may not accept a photocopy of the certificate it would be better to obtain more copies at this	

**Tick boxes** have been provided to help with this.

Mortgage Company	
Housing Association/Landlord	
Building Society	
Property/Contents Insurance	
DVLA	
Credit Cards	
Gas Supplier	
Water Supplier	
The Family Doctor	
Social Services - if involved	
School/College - if appropriate	
Council Tax	
Bank	
Life Insurance Company	
Car Insurance	
Store cards	
Mobile Phone Company	
Electricity Supplier	
Telephone Company	
Relevant Hospital Doctors	
Employer	
Union/Professional Organisations	

**Services:**

Meals on Wheels	
General Appointments e.g. Dentist, Optician	
Newspapers	
Redirect mail if required	
Care/household services e.g. home help, cleaner, meals on wheels	
Medical appointments, tests, hospital scans etc.	
Milk if delivered	

**Items:**

Medicines back to Pharmacy	
Driving Licence	
Library Books	
Mobility aids e.g. commode, walking stick, chair raisers, specialist cushions/mattress	
Passport	
Disabled Parking - Blue Badge	

## Resources List

### Children's Books:

#### Under 5's

By Margaret Collins

#### **It's OK to be sad**

ISBN: 978-1-4129-1825-1

An activity book to help children in the 4-9 age group to manage loss, grief or bereavement. Using stories about 20 different life events, children are encouraged, through creativity, to explore the range of their feelings, express those feelings, encourage empathy towards others and learn through the demonstration that loss is a common experience for all of us. Usable in a one-to-one or group situation, and comes with a CD to encourage creativity of usage for the supporter.

By Anita Harper

#### **Remembering Michael**

ISBN: 1-869903-21-8

A beautiful book that tells the story about a baby brother who dies at birth leaving a brother and sister to work through the feelings they have as a result of him not coming home. Sensitively portrayed, this book covers many of the actions and feelings associated with baby bereavement. It gently challenges and reaffirms that the remaining siblings are in no way to blame. It also takes the reader through the visit to the hospital to meet baby Michael and addresses some of the questions young people may have regarding the funeral and how helpful it is to cry.

By Pat Thomas & illustrated by Lesley Harker

#### **I Miss You: A First Look at Death**

ISBN: 978-0764117640

This bright and colourful picture book very simply talks about life and death. It briefly covers a range of issues such as why people die, how you may feel when someone dies and what happens afterwards. It includes questions for the reader to answer about their own experiences and a section at the back for adults on how to best use the book. This is an excellent educational book, which could be used as a starting point for discussion.

By Bob Graham

**The Red Woollen Blanket**

ISBN: 978-1564028488

Even before Julia was born she was given a red woollen blanket that she used 'right from the start'. "Graham's colourful paintings show a humorous, tender regard for a pre-school child's inexplicable attachment to a particular object.

---

By Nicholas Allan

**Heaven**

ISBN: 978-0099488149

Dill, the dog, knows his time is up, so he packs his case and tells Lily, his owner that he's off 'up there'. "Can I come too?" asks Lily. "Er...not yet," replies Dill. While he is waiting for the angels to collect him, Dill explains to Lily what he thinks heaven is like: hundreds of lamp posts to pee against, lots of whiffy things to smell and bones everywhere - with meat on them! But Lily completely disagrees; she thinks heaven is quite different. Luckily, they agree to disagree just in time for a fond, and very poignant, last goodbye.

---

By Dick Bruna

**Dear Grandma Bunny**

ISBN: 978-1405219013

An introduction into some of the feelings that are experienced through the death of a grandparent. Suitable for very young children, this book tells the story about Miffy, the small rabbit, and how Miffy felt and coped when Grandma Bunny died.

---

By Althea

**When Uncle Bob Died**

ISBN: 978-1903285084

A young boy talks about death and about Uncle Bob who died from an illness. It clearly explains some basic facts such as what 'dead' means and what a funeral is. It also talks about feelings and memories. This small picture book would be a good starting point for very young children with lots of opportunity for further discussion.

---

By Helen Keenor

**A Star for Bobby**

ISBN: 0-9546932-1-3

A story to be read to children under the age of 5. This tale is about a chick which hatches later than his siblings and is born very weak. The other chicks can't understand why their brother Bobby does not want to play. Bobby dies and a special place is prepared for him in

the ground where his family can visit and remember him. When the surviving chicks ask where he is, his parents explain that he is way above the clouds and is happy. They explain that they know this as there will be a star that shines brightly for him and on finding the brightest star in the sky his siblings have something that they can direct their love and attention to.

---

By Michal Snunit

**The Soul Bird**

ISBN: 1-85487-589-2

A superb, metaphoric book that explains to children that our soul is the voice that resides inside us. It uses a bird with many drawers in it to symbolise the many feelings we have. It is non religious, and very usable and understandable for little ones.

---

By Robie H. Harris & illustrated by Jan Ormerod

**Goodbye Mousie**

ISBN: 978-0689871344

This beautifully illustrated picture book tells the story of a little boy who's told that his pet mouse has died. At first he doesn't believe it, thinking it is just asleep, but by asking lots of questions, and with the help of his family, he begins to accept Mousie's death. This is a great story and would be very helpful to introduce death to young children and a starting point to discuss what happens after someone dies and the different feelings one may have.

---

By Max Velthuijs

**Frog and the Little Birdsong**

ISBN: 0-86264-908-0

Light introduction to death through the tales of a frog which finds a blackbird he thinks is asleep, only to understand that it is dead. Frog and his friends decide that the blackbird needs a fitting place to rest so together they find a beautiful spot to bury it.

---

By Nicholas Halliday

**The Lonely Tree**

ISBN: 978-0-9539459-8-6

This is a beautiful and moving story following the first year of the life of an evergreen tree growing in the heart of the ancient oak woodland of the New Forest. The evergreen is befriended by the oldest oak which has lived for hundreds of years and has many a story to share of his lifetime. When winter arrives all of the oak trees must go to sleep, but of course evergreens never sleep. Finally, after a long, lonely and cold winter, spring brings both sadness and joy to the little tree. A simple story of the life and death process via nature.

---

By Martin Waddell

**We Love Them**

ISBN: 9780744512786

A charmingly simple 26 page story book that introduces the topic of death through the relationship between a dog and rabbit. Beautifully illustrated and tenderly demonstrated a book that would be useful for any child in this age group. Why wait until a child is in the midst of grief, when gentle introductions like this are available?

---

By Hans Wilhelm

**I'll Always Love You**

ISBN: 0-340-4015-2

This is a short story about the relationship between a little boy and his best friend, a dog named Elfie. As the boy gets taller Elfie gets rounder and slower until one morning he finds his beloved pet and friend dead in her basket. Comforted by the fact that he told her every night how much he loved her; this helps him face his loss.

**5-8 years**

By Dianna Crossly

**Muddles Puddles and Sunshine**

ISBN: 1-86989058-2

An activity book with lots of ideas you can utilise with clients under 11. This book provides the young person with the opportunity to anchor images and memories of the person who has died in a way that is creative and expressive. It includes activities that can also be done separately.

---

By Clare Selley and Deborah Butler

**Saying Goodbye**

ISBN: 9 781857 411133

Saying Goodbye offers in-depth advice and guidance for adults about how to help children and young people deal with an expected death in the family. The book includes detailed sections on telling the children, questions children may ask, ways to encourage communication between adults and children, creating lasting memories together and dealing with death. Saying Goodbye will be of great help to adults going through this most difficult and painful time with children. It will also be a useful resource for professionals working with pre- and post-bereaved families. The price of the book will enable organizations to buy in the book and give them out to families. Generous discounts are available on bulk purchases. Saying Goodbye has been written by experienced specialists from the balloons charity. ([www.balloons-devon.org.uk](http://www.balloons-devon.org.uk)) The book has been produced with

financial help from the NHS and the Lottery.

---

**Flamingo Dream**

By Donna Jo Napoli

ISBN: 978-0688167967

In this bright and colourful book, a young boy tells the story of his dad who is seriously ill and dies soon after a trip to Florida to see the place where he grew up. The collage-style illustrations capture the things the boy collects to remind him of his dad. A sensitive but honest book that emphasises the importance of memories.

---

**When Dinosaurs Die**

By Laurie Krasny

ISBN: 978-0316119559

This factual picture book uses cartoon dinosaurs to illustrate the text and comment on what is said. It is a bright and colourful book that explains death in a simple and unthreatening way. It covers many issues including, 'why does someone die?', 'feelings about death' and 'saying goodbye'. It would be an excellent resource for anyone caring for young children.

---

**The Tenth Good Thing About Barney**

By Judith Viorst

ISBN: 978-0689712036

A young boy's cat dies and his parents suggest that he could think of ten good things about Barney to tell at the funeral. But he can only think of nine, until he talks to his father about what happens to someone after they have died, and he discovers the tenth. A carefully written book with black and white pictures, that sensitively deals with death and lets the reader make his or her own decisions about what happens after the funeral.

---

**Saying Goodbye to Daddy**

By Judith Vigna

ISBN: 978-0807572535

Clare's dad died in a car accident and this book looks at changes in the family, difficult feelings, funerals and memories through the eyes of Clare. It would also be a good book to help parents understand the child's perspective. It gives good examples of how adults can answer children's questions, emphasising the need to be clear and honest.

---

**The Lonely Tree**

By Nicholas Halliday

ISBN: 978-0-9539459-8-6

This is a beautiful and moving story following the first year of the life of an evergreen tree growing in the heart of the ancient oak woodland of the New Forest. The evergreen is befriended by the oldest oak which has lived for hundreds of years and has many a story to share of his lifetime. When winter arrives all of the oak trees must go to sleep, but of course evergreens never sleep. Finally after a long, lonely and cold winter, spring brings both sadness and joy to the little tree. A simple story of the life and death process via nature.

---

**The Huge Bag of Worries**

By Virginia Ironside

ISBN: 978-0340903179

Jenny begins to worry about lots of different things and these worries build up and get out of control. She just can't get rid of them, until she meets the old lady next door who helps her feel better. A lovely story with fun illustrations that encourages children to talk about their worries.

---

**The Sunshine Cat**

By Miriam Moss

ISBN: 978-1841215679

Sunny the cat is loved by all his human family, but one day there is a knock at the door - Sunny has been killed in an accident. A sensitive story which aims to help children come to terms with death.

---

**Heaven**

By Nicholas Allan

ISBN: 978-0099488149

Dill, the dog, knows his time is up, so he packs his case and tells Lily, his owner that he's off 'up there'. "Can I come too?" asks Lily. "Er...not yet," replies Dill. While he is waiting for the angels to collect him, Dill explains to Lily what he thinks heaven is like: hundreds of lamp posts to pee against, lots of whiffy things to smell and bones everywhere - with meat on them! But, Lily completely disagrees; she thinks heaven is quite different. Luckily, they agree to disagree just in time for a fond, and very poignant, last goodbye.

---

**Saying Goodbye: A Special Farewell to Mama Nkwelle**

By Ifeoma Onyefulu

ISBN: 978-0711217010

This book has large, bright, colourful photos and follows a little boy, Ikenna, describing what happens at the ceremony after his great-grandmother's funeral. It gives ideas of different ways to remember someone and an insight into Nigerian culture. A lovely book that could

be used in many different situations, including schools.

---

**Fred**

By Posy Simmonds

ISBN: 978-0099264125

A light-hearted book with detailed illustrations about Fred, Nick and Sophie's lazy cat that dies. After burying him in the garden, they wake up at night to find all the cats in the area have come to say goodbye to Fred, the famous singer! This funny and touching story would be useful to introduce death to children.

---

**Always and Forever**

By Alan Durant

ISBN: 978-0552548779

Otter, Mole and Hare miss Fox when he falls ill and dies. They stay at home and don't want to talk about him because it makes them sadder. Then Squirrel visits and reminds them of all the fun times they had together. They all find a way to remember Fox and get on with their lives. Colourful, detailed pictures in this book emphasise the importance of holding on to memories.

---

**A Birthday Present for Daniel**

By Juliet Rothman

ISBN: 978-1573929462

A child's story of loss, told by a young girl whose brother, Daniel, has died. She talks about how things have changed in the family and describes the things she does when she is sad and how these differ from other members of her family. This book has small, black and white pictures with minimal text but it conveys some important issues. It would be particularly useful to broach the subject of birthdays as it describes how the family remembered Daniel on his birthday.

---

**Remembering my Brother**

By Ginny Perkins & Leon Morris

ISBN: 0-7136-4541-3

A memory book that shows the experience of a brother's death through the brother and younger sister that are left behind, and how important memories are.

---

**Badger's Parting Gifts**

By Susan Varley

ISBN: 978-0006643173

Badger is old and knows he is going to die soon. When he does, the other animals think they will be sad forever, but they begin to talk about the memories they have of the things Badger taught them and learn to cope with his death. A lovely picture book that emphasises the importance of remembering the person who has died.

---

**The Day the Sea Went Out and Never Came Back** By Margot Sunderland  
ISBN: 978-0-86388-463-4

A beautiful, metaphorical example of grief, with hope. This is a story that uses the sea as a metaphor for death. It is about a small creature that loves the sea and is devastated one day when the sea appears to have just disappeared. The creature waits and longs for its return only to be profoundly disappointed to realise that it has gone and will never be coming back. It is a story of hope as the creature's emotions are explored and worked through via establishing a memorial.

---

**Remembering Grandad** By Gianni Padoan  
ISBN: 0-85953-311-5

Light introduction to, and for, facing up to death. Explores feelings before and after. With the help of his friends and the old man's wise words, James comes to terms with the loss of his beloved granddad.

---

**Grandma's Bill** By Martin Waddell  
ISBN: 0-7500-0307-3

This book is a story about a little boy who learns about his family's past and present through a conversation with his grandmother who uses family photographs to explain who is who and how each family member has played an active part in creating their unique family, whether they are dead or alive.

---

**The Tale of Two Dolphins** By Sarah Fitzgerald  
ISBN: 0-9534476-1-8 Hardback

This story is written by a 13-year-old girl who uses dolphins as a metaphor to write about herself and her sister. This book looks at the responses and common feeling associated with sibling bereavement. It is simply and thoughtfully written.

---

By Sarah Fitzgerald

**The Tale of Two Dolphins**

ISBN: 0-9534476-2-6

This story is written by a 13-year-old girl who uses dolphins as a metaphor to write about herself and her sister. This book looks at the responses and common feeling associated with sibling bereavement. It is simply and thoughtfully written.

---

**Mayfly Day**

By J Willis & T Ross

ISBN: 97-1-84270-492-9

This is a beautifully illustrated, light introduction into death and dying through the short life of a mayfly, which lives life to the full. Even though she only has one day on earth she is glad to be alive and shares the beauty she sees and feels in a joyous way.

---

**Sad Isn't Bad**

By Michaelene Mundy

ISBN: 978-0-87029-321-4

A book that assists parents, teachers and other caring adults to assist the child they support to understand their grief from a very basic viewpoint. It explores positive and less-constructive ways of demonstrating grief and provides some simple tools to assist young people to stay in control of this strong emotion. A good book for young children dealing with loss.

---

**Grandad's Ashes**

By Walter Smith

ISBN: 978-1-84310-517-6

Told with gentle humour, this is a charming story for children and an ideal resource for parents and counsellors to read with a child as a way of broaching issues surrounding loss or bereavement. This beautifully illustrated, full colour picture book tells the story of four children who set out to find their Grandad's favourite play – but they are faced with plenty of challenges on the way.

---

**9-12 years**

**Muddles Puddles and Sunshine**

By Dianna Crossly

ISBN: 1-86989058-2

An activity book with lots of ideas you can utilise with clients under 11. This book provides

the young person with the opportunity to anchor images and memories of the person who has died in a way that is creative and expressive. It includes activities that can also be done separately.

---

**When Someone Dies: How Schools Can Help Bereaved Students** By Dwaine Steffes, CRUSE Bereavement Care  
ISBN: 0-900321-10-5

This book is a guide for teachers on how to help students who have been bereaved and how to react when a death occurs in the school community. It explains the common emotional responses to grief and its likely effects on young people of different age groups.

---

**Death: What's Happening?** By Karen Bryant-Mole  
ISBN: 978-0750213790

This factual book has clear text and large photos. It uses stories of young people to discuss issues surrounding death such as feeling frightened, the funeral and the future. It includes advice on how to feel better and cope with difficult situations after someone has died. Using straightforward language, this book may reassure the reader there are other young people who have had someone important to them die and answer some of their questions and concerns.

---

**Ways to Live Forever** By Sally Nicholls  
ISBN: 978-1407104997

"If I grow up," 11-year-old Sam informs readers, "I'm going to be a scientist." He says "if" because he has acute lymphoblastic leukaemia and knows he probably won't. With the encouragement of his tutor, he starts to write a bit about himself, then more, until he is using his writing to sort out his death. Interspersed with Sam's lists, questions and odd bits of mortality facts on notebook paper, his narrative proceeds in short, candid chapters that reveal a boy who, though he's not ready to die, nevertheless can confront the reality with heartbreaking clarity. As his parents wrangle about treatment (he doesn't want it), his little sister grapples with the changes to the household and his best friend and fellow cancer-sufferer dies, Sam methodically works through the things he wants to do before he dies, from going up a down escalator to the more problematic ride in an airship and seeing the earth from space.

---

**Milly's Bug Nut** By Jill Janey  
ISBN: 978-0-9539123-4-6

A short, simple story of a young girl who's dad has died. It talks about the ups and downs of family life and how things slowly get easier as time goes. Milly misses her dad and things are just not the same anymore. She knows when people die, they can't come back but she still keeps a wish to see her dad one more time.

---

By Trevor Romain

**What on Earth Do You Do When Someone Dies?**

ISBN: 978-1575420554

This book for older children is a factual guide, answering questions such as 'why do people have to die?', 'is it okay to cry?' and 'what is a funeral/memorial service?' It is written in a straightforward way, with practical tips, advice and information about different faiths and beliefs.

---

By Doris Stickney

**Water Bugs and Dragonflies: Explaining death to children**

ISBN: 9-780826-464583

This pocket size booklet is based on a fable, associating death with a water bug's transformation into a dragonfly. It portrays the mystery around death but may need an adult to explain the analogy and help a child relate it to their own experience. It uses Christian beliefs with a focus on life after death and also contains advice for parents.

---

By Hannah Cole

**The Best Day of the Week**

ISBN: 978-0744554670

This storybook tells of two young children who spend Saturdays with their grandparents when Mum is at work. It has three chapters, with stories of three different Saturdays. The first is a happy day; the second is at the hospital and sad as granny dies, the third at the theatre. It is a lovely story that gives an important message that it is still okay to have fun after someone dies.

---

By Michael Rosen

**Michael Rosen's Sad Book**

ISBN: 978-1406313161

This book has large illustrations and small snippets of text. It is wonderfully honest and will appeal to children and adults of all ages. We all have sad stuff, but what makes Michael Rosen most sad is thinking about his son who died. This book is a simple but emotive story. He talks about what sad is and how it affects him and what he does to cope with it. In true Michael Rosen style, this book manages to make you smile as well.

---

**Losing Uncle Tim**

By Mary Kate Jordan

ISBN: 978-0807547564

This picture book for slightly older children explains how a young boy finds out his Uncle Tim has AIDS and is going to die. It is a serious and sensitive book covering many of the issues, changes and difficult feelings that can occur when someone has a serious illness.

---

**The Mountains of Tibet**

By Mordicai Gerstein

ISBN: 978-1898000549

Based on Tibetan teachings, this book tells of a small boy who grows up to be a woodcutter. When he dies, he discovers there is a chance to live again, but first he must make a number of choices. A simple tale with deep meaning but the theme of reincarnation could be confusing.

---

**The Ghost of Uncle Arvie**

By Sharon Creech

ISBN: 978-0333656327

This fun and humorous book is about Danny, an ordinary nine-year-old boy. However, once or twice a year a ghost visits him. This time it is the ghost of his Uncle Arvie who follows him, persuading him to make his three wishes come true. As a result Danny and his dog get into adventures that make him think about his dad, who has also died. This book has some important messages and talks about death in an open way, but is primarily fun and imaginative.

---

**The Cat Mummy**

By Jacqueline Wilson

ISBN: 978-0440864165

Verity's Mum died the day she was born but she rarely talks about her. Verity doesn't want to upset her dad or grandparents. This humorous but sensitive story mainly focuses on Verity's missing cat Mabel but reveals some of the misunderstandings and anxieties children can have about death. It also shows it can be good to be open, honest and to talk about difficult issues.

---

**Beginnings and Endings with Lifetimes in Between**

By Bryan Mellonie & Robert Ingpen

ISBN: 978-1855617605

A beautiful way to explain life and death to children. This thought-provoking book has large

pictures, complemented with small sections of text. It clearly explains about life and death focusing on plants, animals and insects before moving on to people. It emphasises that death is part of the life cycle and is natural and normal whenever it occurs. A simple book, with a powerful message.

---

By Paul Goble

**Beyond the Ridge**

ISBN: 0-689-71731-8

A beautiful story about death through the beliefs of the Native American Indian. It tells the tale of a grandmother who has died. Although she can still hear the voices of her loved ones she finds herself on a beautiful pathway which leads her to her dead parents and friends. Her family lays her body out in a tree and brings food to symbolise the gift of the strength she will need for her journey to the spirit world. "Death, there is no death only a change of worlds".

---

By Julie Stokes & Paul Oxley

**Out of the Blue**

ISBN: 1-903458-71-4

Making memories last when someone has died, through creative means. This little book offers some of the more classic ways to encourage a young person to explore their feelings and memories in a creative way. Come with templates for the activities.

---

By Sophie LeBlanc & Jessica Kingsley

**A Dragon in your Heart**

ISBN: 1-85302-701-4

Explaining cancer through a mum's diagnosis into remission. This is a book aimed to give young people the facts about cancer in an understandable way. It shares the journey a child may have when a parent is diagnosed.

---

By Janet Lee Carey

**Wenny Has Wings**

ISBN: 978-0-689-86759-0

A beautiful story told through the eyes of a boy who was in an accident with his sister. He was seriously injured but his sister died. Over the next few years Will writes a diary to his sister. This book gives amazing insight into the depth of emotion a young child can feel and how intricately deep their coping methods are. Eventually with the impending birth of his next sibling, he is able to share the thoughts that have shaped his actions and his parents are able to understand him on a far deeper level.

---

By Margot Sunderland

**The Day the Sea Went Out and Never Came Back**

ISBN: 978-0-86388-463-4

A beautiful, metaphorical example of grief with hope. To accompany helping children with loss but can be read on its own. This is a story that uses the sea as a metaphor for death. It is about a small creature that loves the sea and is devastated one day when the sea appears to have just disappeared. The creature waits and longs for its return only to be profoundly disappointed to realise that it has gone and will never be coming back. It is a story of hope as the creature's emotions are explored and worked through via establishing a memorial.

---

By Alicia M Sims

**Am I Still a Sister?**

ISBN: 0-9618995-0-6

Exploring the difficulties and dilemmas of the grieving process, this short book has been designed by an 11 year-old girl whose brother died just after his first birthday, when she was four years old. It is compiled of letters from herself to her brother in heaven. Through these letters this little girl works through her grief, guilt and longing to keep her identity as a sister. It displays clearly how grief is not something that goes, it just changes, and the person who has died lives on through every day activities they can no longer be a part of.

**13-16 Years**

By Sherab Chodzin & Alexandra Kohn

**The Man Who Didn't Want to Die**

ISBN: 1841480096

From the Barefoot Book of Buddhist Tales, this short story is based on a Japanese folk tale and approaches death from an unusual angle. When a man decides he doesn't want to die, he is sent to the Land of Never-ending Life and expects to meet the happiest people in the world. However, the realities of living forever are not as attractive as he thought and he consequently learns an important lesson. This story is very thought-provoking and could lead to some interesting discussions.

---

By Jenny Valentine

**Broken Soup**

ISBN: 978-0007229659

When the good-looking boy with the American accent presses the dropped negative into Rowan's hand, she's sure it's all a big mistake. But next moment he's gone, lost in the crowd of bustling shoppers. And she can't afford to lose her place in the checkout queue -- after all, if she doesn't take the groceries home, nobody else will. Rowan has more responsibilities

than most girls her age. These days, she pretty much looks after her little sister single-handedly -- which doesn't leave much time for friends or fun. So when she finds out that Bee from school saw the whole thing, it piques her curiosity. Who was the boy? Why was he so insistent that the negative belonged to Rowan?

---

By Keith Gray

**Ostrich Boys**

ISBN: 978-0099456575

It's not really kidnapping, is it? He'd have to be alive for it to be proper kidnapping.' Kenny, Sim and Blake are about to embark on a remarkable journey of friendship. Stealing the urn containing the ashes of their best friend Ross, they set out to travel the 261 miles to the tiny hamlet of Ross in Dumfries and Galloway. After a depressing funeral they feel taking Ross to Ross will be a fitting memorial for a 15 year-old boy who changed all their lives through his friendship. Little do they realise just how much Ross can still affect life for them even though he's now dead. Drawing on personal experience Keith Gray has written an extraordinary novel about friendship, loss and suicide, and about the good things that may be waiting just out of sight around the corner...

---

By Jacqueline Wilson

**Vicky Angel**

ISBN: 978-0440865896

When Jade's best friend Vicky, is run over by a car and dies in hospital everyone at home and school starts treating her differently. 'Vicky Angel' then starts following Jade around, distracting her and getting her into trouble. This moving but amusing story illustrates how hard it is to carry on with everyday life after a tragic accident.

---

By Richard Bach

**Jonathan Livingstone Seagull: A Story**

ISBN: 0-00-649034-4

A story of difference, rejection, death and afterlife through the eyes of a seagull. A compelling, deep book to assist young people in their quest to accept differences, be different but still feel accepted and to begin questioning the meaning of life. A classic.

---

By Anne Fine

**Up on Cloud Nine**

ISBN: 978-0552554657

Stol falls out of a top floor window and ends up unconscious in hospital with lots of broken bones and no-one knows whether it was attempted suicide or an accident. This book is

written from the perspective of his best friend Ian whilst he is sitting by his bedside. He recalls all the fun times they have had together, as well as acknowledging the slightly different way Stol sees the world. Ian captures the emotions of his own adoptive parents as well as Stol's family and the hospital staff in an amusing yet moving way, illustrating how Stol has had an inspirational effect on everyone. (Also available on audiocassette.)

---

By Morris Gleitzman

**Two Weeks with the Queen**

ISBN: 978-0141303000

Twelve-year-old Colin, an Australian boy, is sent to stay with relatives in England when his brother becomes ill with cancer. He is determined to find a way of curing his brother, which leads him into all sorts of adventures including trying to visit the Queen! Colin finds a friend in an older man named Ted who helps him express his feelings and understand what he has to do. (Also available on audiocassette.)

---

By Pat Moon

**The Spying Game**

ISBN: 978-1842750049

Joe's dad died in a car accident and he feels really angry towards the man who killed his father. He decides to set up a secret 'Nightmare Plan' to vent his anger and begins to persecute the man and his family by scratching his car and sending hate mail. This powerful book reveals the difficult emotions Joe faces both at home and at school. A very readable and fast-paced book that would appeal to many young people.

---

By Jenny Downham

**Before I Die**

ISBN: 978-0385613460

With only months left to live, 16-year-old Tessa makes a list of things she must experience: sex, petty crime, fame, drugs and true love. Downham's wrenching work features a girl desperate for a few thrilling moments before leukemia takes her away. Although Tessa remains ardently committed to her list, both she and the reader find comfort in the quiet resonance of the natural world. Tessa's soul mate, Adam, gardens next door; a bird benignly rots in grass; psychedelic mushrooms provide escape; an apple tree brings comfort; and her best friend, Zoey, ripens in the final months of pregnancy. A wonderful insight into the mind of a young person who is going to die.

---

By Alan Gibbons

**The Lost Boys' Appreciation Society**

ISBN: 978-1842550953

Teenage life is difficult enough for Gary and John, but when their mum dies in a car accident, things get steadily worse. John struggles to keep the peace as Gary goes off the rails, saying his new mates are now his family. With GCSE exams looming and his dad going out on dates, things become unbearable for John. A gripping book, exploring relationships and how different people react to life events.

---

By Judy Pascoe

**Our Father Who Art in A Tree**

ISBN: 0-375-75987-5

A fascinating story about two members of a family who feel the presence of their dead husband and father through an enormous tree which overshadows the house. Sometimes humorous and sometimes raw with feeling, associations between tree responses to real life seem uncanny. A great read.

---

By Carole Lloyd

**The Charlie Barber Treatment**

ISBN: 978-0744554571

Simon's mum died suddenly from a brain haemorrhage and he came home from school to find she had died. With his GCSE coursework piling up and having to help around the house, Simon finds it hard and doesn't go out much with his friends. He then meets Charlie, who is visiting her grandma, and believes their meeting was fate. Simon starts to enjoy life again and to re-build relationships with his family and friends. A sensitive and realistic book that conveys some of the thoughts and emotions of a teenage boy.

---

By Jacqueline Wilson

**Double Act**

ISBN: 978-0440867593

Ruby and Garnet are 10-year-old twins. They do everything together, especially since their mum died three years ago. When their dad finds a new partner and they move house, Ruby and Garnet find it hard and get into all sorts of trouble. Eventually, they settle down and learn to live with the changes. A lively and humorous book that deals sensitively with change.

---

By Earl A. Grollman

**Straight Talk about Death for Teenagers**

ISBN: 978-0807025017

How to cope with the death of someone you love. This book was written after the author spoke to thousands of teenagers and found they often felt forgotten after someone has

died. Written in short, clear sentences that are easy to read, it covers feelings, different types of death and the future. This book gives the reader many options of what can happen, how s/he may feel, giving advice and reassuring readers grief is normal.

### Reference Books:

**The Natural Death Handbook** By Nicholas Alberry, Gill Elliot & Joseph Elliot  
ISBN: 0 7126 7111 0

A fascinating read. This book investigates all alternatives to traditional death and the process associated with it. It looks at organising inexpensive funerals, woodland burials, biodegradable coffins, drawing up wills and funeral wishes as well as caring for someone who is dying at home.

### Loss, Grief & Bereavement

Albom M (1997) **Tuesdays with Morrie** - London, Little Brown & Company

Bowlby J (1984) **Attachment & Loss Vol 1 (2<sup>nd</sup> Ed)** – London, Penguin

Bowlby J (1973) **Attachment and Loss Vol 2 Separation: Anxiety and Anger** - London, Penguin

Bowlby J (1973) **Attachment and Loss Vol 3 Sadness and Depression** - London, Penguin

Brewin T (1996) **Relating to the Relatives, Breaking Bad News, Communication and Support** – Abingdon, Radcliffe Medical Press

Buckman R (1992) **I Don't Know What to Say** - London, Macmillan

Dickenson C & Johnson M (1997) **Death, Dying and Bereavement** – London, Sage

Egan G (1998) **The Skilled Helper (6<sup>th</sup> Edition)** - California, Brooks Cole

Faulkner A (1992) **Effective Interaction with Patients** – Edinburgh,  
Churchill Livingstone

Faulkner A (1995) **Working with Bereaved People** - New York,  
Churchill Livingstone

Field D, Hockey J, Small N (1999) **Death, Gender and Ethnicity** – London, Routledge

Ford S, Merriman P (1994) **The Gentle Art of Listening** – London, NCVO Publications

Green J (1991) **Death with Dignity** – London, Nursing Times Publication

Kaye P (1995) **Breaking Bad News** – Northampton, EPC Publishers

Klass D, Silverman P (1996) **Continuing Bonds – New Understandings of Grief** - USA, Taylor  
and Francis

Kubler-Ross E (1969) **On Death and Dying** - Tavistock Press

Lendrum S, Syme G (1995) **Gift of Tears - A Practical Approach to Bereavement Counselling**  
– London, Routledge

Lewis C S (1968) **A Grief Observed** – London, Faber

Linda Machin (2009) **Working with Loss & Grief** – Sage

Murray Parks (1972) **Bereavement** - London, Tavistock Publications

Nueberger J (1999) **Dying Well** – Cheshire, Hochlands & Hochlands

Payne S, Horne S, Reef M (Ed) (1999) **Loss and Bereavement** – Buckingham, OU Press

Rees D (1997) **Death and Bereavement - The Psychological, Religious and Cultural Interfaces** – London, Whurr Publications

Riches G & Dawson P (2000) **An intimate loneliness supporting bereaved parents and siblings** – Buckingham, Open University Press

Spall B, Callis S (1997) **Loss Bereavement and Grief - A Guide to Effective Caring**  
Cheltenham, Stanley Thornes

Varley S (1984) **Badgers Parting Gifts** – London, Random Century

Walter T (1999) **On Bereavement - The Culture of Grief** – Buckingham,  
Open University Press

Ward B (1993) **Good Grief – Exploring Feelings, Loss and Death with over elevens and adults** – London, Jessica Kingsley

Worden W (1992) **Grief Counselling & Grief** – London, Routledge

Working Party (1991) **Mud and Stars** - Oxford Sobell

Young M, Cullen L (1966) **A Good Death** – London, Routledge

### **Helping Grieving Children**

Barnard B, Morland I, Nag J (1999) **Children, Bereavement and Trauma: Nurturing Resilience** - Jessica Kinglsey Publishers London

Davenport G C (1994) **An Introduction to Child Development** – London, Jessica Kingsley Publishers

Dyregrov, A (1991) **Grief in Children: a handbook for adults** – London, Jessica Kingsley Publishers

Geldard K & Geldard D (1997) **Counselling Children: A Practical Introduction** – Sage, London

Geldard K & Geldard D (1999) **Counselling Adolescents** – Sage, London

Goldman A (ed) (1998) **Care of the Dying Child** – Oxford, Oxford University Press

Holmes J (1993) **John Bowlby and Attachment Theory** – London, Routledge

Judd D (1969) **Give Sorrow Words: Working with a Dying Child** – London, FAB

Lindsay B, Elsgood J (1996) **Working with Children in Grief and Loss** – London, Bailliere Tindall

Mearns D, Thorne B (1988) **Person-Centred Counselling in Action** – London, Sage

Schiff H S (1977) **The Bereaved Parent** - New York, Penguin

Smith S C (1999) **The Forgotten Mourners: Guidelines for working with bereaved children** - London, Jessica Kingsley Publishers

Smith S C, Pennells M (1998) **Interventions with Bereaved Children** (2<sup>nd</sup> Ed) – London, Jessica Kingsley Publications

Walsh F, McGoldrick M (eds) (1995) **Living Beyond Loss: Death in the Family** – New York, Norton

Wells R (1988) **Helping Children Cope with Grief** - London, Sheldon Press

Worden W (1996) **Children & Grief: When a Parent Dies** - Guildford Press

Worden W (1991) **Grief Work & Grief Therapy** (2<sup>nd</sup> edition)

**Useful Contacts:**

**Acorns Children's Hospice:**



**Acorns Head Office address:**

Acorns Children's Hospice Trust  
Drakes Court  
Alcester Road  
Wythall  
B47 6JR

**Acorns Worcester Hospice address:**

Acorns for the Three Counties  
350 Bath Road  
Worcester  
WR5 3EZ

**Tel:** 01905 767676

**Fax:** 01905 767744

**Acorns Birmingham Hospice address:**

Acorns Children's Hospice Trust  
103 Oak Tree Lane  
Selly Oak  
Birmingham  
B29 6HZ

**Tel:** 0121 248 4850

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

The prime objective of the Trust is to provide help and support to local families with children whose life expectancy is limited due to an incurable illness.

### **Details of Support Offered:**

The Trust can accept referrals for any child living within the West Midlands Region (Stafford, Warwick, Hereford, Worcester, Shropshire, etc) and North Gloucestershire who is under 19 years old and is suffering from a life limiting condition and who is unlikely to survive into adulthood.

Acorns' aim is to help the family cope with the situation as well as possible and enable the child to lead as normal a life as possible by providing the following services:

- \* Short breaks for the child at the hospice
- \* Emergency and end of life care for the child
- \* Psychosocial support for the child, carers and family
- \* Bereavement support for the carers and family
- \* Education & Research – for the members of the caring profession.

This service is a very sensitive one which starts from the time when the family is referred to Acorns.

They give practical advice about day to day issues as well as ensuring that the family is fully aware of the help available to them from the NHS, DSS, etc.

When it is appropriate, pre-bereavement support is provided to help the family prepare for the death of the child/young person, their funeral and the period of grieving afterwards. The support is continued to help rehabilitate the family in the months ahead after the death and provide them with details of other relevant support groups such as Compassionate Friends.

### **Acute Hospitals Bereavement Officers**

#### **Worcestershire Royal Hospital & Kidderminster Hospital**

**Address:** Worcestershire Royal Hospital  
Charles Hastings Way  
Newtown Road

Worcester WR5 1DD

**Tel:** 01905 760762

**Contact:** Jackie Whittall – Patient Services Officer

**Available:** Mon-Fri, 8.30am – 4.30pm

**Email:** Jackie.whittall@worcsacute.nhs.uk

**Details of Support Offered:**

The Bereavement Officer's role is to provide support to families of any patients who die in the hospital. At the request of the family, she can organise for the doctor to see them and explain the reasons behind the death. She deals with a lot of the paperwork which needs to be dealt with following a death at the hospital, including identifying cremation forms and death certificates, obtaining consents for post mortems as well as consent for the donation of organs for transplants.

She can help to provide information for the family regarding the next steps on 'what to do immediately after a death' and for future reference, details of useful telephone numbers and support groups.

**Other Bereavement/Counselling Services at WRH:**

**Social Workers**

A team of Social Workers is situated in the hospital and visits patients and their families on the wards. They provide information, support and are also trained counsellors.

**Macmillan Nurses**

Macmillan Nurses will see relatives in the hospital and provide them with bereavement information, support and counselling where appropriate

**Chaplains**

**Tel:** 01905 763333 (hospital switchboard)

With 24/7 on-call service

There are voluntary Chaplains and Chaplaincy volunteers of various faiths and denominations who work alongside the Chaplains, together forming the Chaplaincy Team.

The Chaplaincy Team works together to provide pastoral and spiritual care for staff, patients and families at any of the Trust's hospitals for those of any faith or none. Care of the dying and the bereaved is part of the spiritual care offered.

#### **Age UK Worcester & District**

9a/10 Mealcheapen Street

Worcester

WR1 2DH

**Contact Terry Carter on: 01905 724 294**

Our information and advice service is free of charge and is available Monday to Friday, 9.00am to 5.00pm.

You can contact us by telephone, or call into our Mealcheapen Street office. We also offer an Outreach Service for those who are unable to visit us.

#### Asian Family Counselling Service

**Address:**

Suite 51  
The Lodge  
  
Windmill Place  
  
2-4 Windmill Lane  
  
Southall  
  
Middx UB2 4NJ

**Tel:**

020 8571 3933  
  
020 8813 9714



**Available:** Mon – Fri (9am to 4pm)

**Email:** [afcs@btconnect.com](mailto:afcs@btconnect.com)

**Details of Support Offered:**

The Asian Family Counselling Service offers marital, family, individual as well as bereavement counselling for members of the Asian Community.

The service is designed to serve the Asian community in the UK and the clients can call for an appointment. However, telephone counselling is available for those who are not local and wish to speak to a trained counsellor in various Asian languages such as Hindi, Punjabi, Urdu and Gujarati.

British Association for Counselling & Psychotherapy (BACP)



**Address:** 15 St John's Business Park  
Lutterworth  
Leicestershire  
LE17 4HB

**Tel:**

General Calls: 01455 883300

Client Information Helpdesk: 01455 883316

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

**Objective:**

The association has been set up to promote the understanding and awareness of counselling. It operates an accreditation scheme for individual counsellors and recognition of training courses.

**Details of Service Offered:**

Upon request, the association will provide you with a list of counselling organisations and individual qualified counsellors based in your area or you can access the on-line 'Finding a

Therapist' Directory at the BACP website [www.bacp.co.uk](http://www.bacp.co.uk). Please note that the list of counsellors is mainly in the private sector therefore fees or charges will apply.

### **British Humanist Association**

**Address:** 1 Gower Street  
London  
WC1E 6HD

**Tel:** 020 7079 3580

**Fax:** 020 7079 3588

**Available:** Mon – Fri 9.30am – 5pm

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

**E-mail:** [info@humanism.org.uk](mailto:info@humanism.org.uk)



### **Objective:**

The association exists to support and represent people without religion or superstitious beliefs. Humanist Ceremonies is the BHA's national network of accredited celebrants who perform non-religious funerals (and other ceremonies). Information and publications about non-religious ceremonies, including funerals, are also available.

### **Details of Information Provided:**

If you would like to arrange a Humanist funeral, ask your Funeral Director to contact a Humanist Ceremonies celebrant in your area and to make the arrangements for you. Alternatively, you can search for a Humanist Ceremonies celebrant in your postcode area by consulting the website [www.humanism.org](http://www.humanism.org) and then contact the celebrant directly.

### **Local Celebrants in Worcestershire:**

Margo Burgers	01922 612763	07966 370467
Elizabeth Duncan	01684 574965	
Edgar Harwood	01905 797251	

John Sutton                    01386 442307

For more general information, please contact the BHA and ask for a leaflet

'To Celebrate a Life'. A practical guide to preparing non-religious funerals,

*Funerals Without God* is also available for sale via the website [www.humanism.org](http://www.humanism.org)

The BHA is a registered charity no 285987

Bridge Counselling Service



**Address:**            The Angel Centre  
                              1 Angel Place  
                              Worcester

**Tel:**                    01905 731850

**Website:**            [www. bridge-counselling-worcester.org.uk](http://www.bridge-counselling-worcester.org.uk)

**Details of Support Offered:**

The Bridge is a Worcester-based team of trained counsellors who will listen to you in strict confidence.

The Bridge is a registered charity, no charge is made but contributions to help costs are most welcome.

Buddhist Hospice Trust

**Address:**            37 Oakridge Towers  
                              Basingstoke  
                              Hampshire  
                              RG21 5LW

**Tel:**                    01268 775521

**Contact:**            Benjamin Shapiro (Chairman)

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

**Objective:**

To offer information and spiritual support to the living, the dying and the bereaved from within a Buddhist perspective.

**Details of Support Offered:**

The Trust provides spiritual friendship and compassionate care for those who are seriously ill, dying or bereaved. There is a nationwide network of Buddhist volunteers called the Ananda Network. These volunteers visit and offer friendship and support to those who are dying or bereaved. It is not a counselling or a therapeutic service.

Information and resources on Buddhist spirituality, cultural attitudes as well as approaches on death and dying are available through the Trust. There are also publications available which are aimed at healthcare professionals and the general public.

For more information on the Ananda Network:

**Contact:** Peter Goble

**Email:** [pgoble@buddhisthospice.org.uk](mailto:pgoble@buddhisthospice.org.uk)

**Address:** 31 Weir Gardens

Rayleigh

Essex

SS6 7TQ

**Tel:** 07951 869265

Citizens Advice Bureau

**(CAB)**

**Headquarters:** Middleton House

115-123 Pentonville Road

London

N1 9LZ



**Local Offices: Worcester**

**Address:** The Hopmarket, The Foregate, Worcester WR1 1DL

**Tel:** 01905 611371

**Fax:** 01905 23354

**Email:** bureau@worcestercab.cabnet.org.uk

**Available:** Mon, Tues, Weds, Fri 10am – 4pm  
(Thurs for specialist appointments)

**Malvern**

**Address:** The Grange, Grange Rd, Malvern WR14 3HA

**Tel:** 08444 111444

**Available:** Mon, Tues, Thurs, Fri 10am – 4pm  
Specialist Wednesdays  
(Specialist appointments – Housing, Employment and  
Debt Advice)

**Extensions at: Upton-upon-Severn**

**Address:** Library, School Lane, Upton-on-Severn WR8 0LE

**Tel:** 08444 111444

**Available:** Wed 09.30am – 12.30pm Fri 10.00am – 12.00pm  
(Open Door and Appointments)

**Extensions at: Tenbury Wells**

**Address:** 34 Teme Street, Tenbury Wells WR15 8AA

**Tel:** 01584 810860

**Available:** Tues & Thurs 09.30am – 3.00pm (Open Door Service)

**Bromsgrove**

**Address:** 50-52 Birmingham Road, Bromsgrove B61 0DD

**Tel:** 08444 111303 (Housing 01527 557397)

**Available:** Mon 9.30am – 3.30pm

Tues, Weds, Thurs 9.30am – 3pm

Closed Fridays

**Extensions at: Droitwich**

**Address:** The Library, Victoria Square, Droitwich, Worcs WR9 8DQ

**Tel:** 08444 111303

**Available:** Mon & Thurs 10am – 3.30pm

Tues & Fri 09.30am – 3.30pm

Wed 09.30 – 4.00pm Housing Only

#### **Kidderminster**

**Address:** 21-23 New Road, Kidderminster DY10 1AF

**Tel:** 08444 111303

**Available:** Mon 9.30am – 4.00pm; Tues 9.30am - 4.00pm;

Wed 9.30am – 4.00pm; Thurs 9.30am – 4.00pm;

Fri 9.30 – 1.00pm

**Extensions at: Stourport on Severn**

**Tel:** 08444 111303

**Available:** Tues 9.30am – 4.00pm; Wed & Fri 09.30am – 12.30pm

#### **Bewdley**

**Address:** St Georges Hall, Load Street, Bewdley

**Tel:** 08444 111303

**Available:** Fri 2.00pm – 4.00pm; Wed & Thurs 09.30am – 12.30pm

#### **Redditch**

**Address:** Suite E, Canon Newton House, Kingfisher Shopping Centre

**Tel:** 08444 111303

**Available:** Mon – Thurs 9.30am – 5.00pm  
Friday 9.30pm – 4.00pm

**Evesham**

**Address:** 13 Port Street, Evesham, WR11 3LD

**Tel:** 08444 111303

**Available:** Mon/Tues/Thurs/Fri 9.30am – 3.30pm  
Wednesdays 5.00pm – 7.00pm

**Extensions at:**

**Pershore**

**Address:** 34 High Street, Pershore, WR10 1DS

**Tel:** 08444 111303

**Available:** Tues 10.30am – 12.30pm

**Objective:**

The Citizens Advice Bureau is a charitable organisation with branches all over the UK. It offers free, confidential and impartial advice on all personal and legal matters.

***Services Offered To Bereaved People in Worcestershire:***

*Advice and information on funerals, benefits, estates, probate, housing, taxation as well as any legal matters that may arise after a bereavement. There is also a facility for the CAB to arrange an appointment with a solicitor if it is deemed appropriate.*

Child Bereavement Charity



**Address:** The Saunderton Estate  
Wycombe Road  
Saunderton  
Buckinghamshire  
HP14 4BF

**Tel:** 01494 568900

**Fax:** 01494 568920

**Contact:** Support & Information Administrator

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

**E-mail:** [enquiries@childbereavement.org.uk](mailto:enquiries@childbereavement.org.uk)

The philosophy of the Child Bereavement Charity (CBC) is to achieve more accessible bereavement support and information for children, young people and families in loss and grief. It also provides training, education and support for professionals and all those working with bereaved families.

**Details of Support Offered:**

The Child Bereavement Charity provides support to families and professionals when a child dies or when a child is bereaved of someone important in their lives. Services offered include a Support and Information Line, interactive website with a Families and Professionals Forum, resources and Professionals Training Programme.

Child Death Helpline

**CHILD DEATH  
HELPLINE**

**Address:** Great Ormond Street Hospital NHS Trust  
Level 2 York House  
37 Queen Square  
London WC1N 3BH

**Tel:** 020 7813 8416 (Admin)  
**Helpline:** 0800 282 986 or from a mobile 0808 800 6019  
**Fax:** 020 7813 8516  
**Opening Hours:** Monday to Sunday 19.00 to 22.00  
**(Helpline)** Monday & Friday 10.00 to 13.00  
Tuesday and Wednesday 13.00 to 16.00

**Details of Support Offered:**

This is a national helpline that is a listening service offering emotional support to all those affected by the death of a child. It is an opportunity to talk in confidence to someone who has also experienced the death of a child. It is for anyone affected by the death of a child of any age, from pre-birth to adult, under any circumstances, however recently or long ago.

CLIC Sargent

**Address:** Horatio House  
77 – 85 Fulham Place Road  
London  
W6 8JA



**Tel:** 0300 330 0803  
**Office Hours:** Monday to Friday 9.00am to 5.00pm  
**Website:** [www.clicsargent.org.uk](http://www.clicsargent.org.uk)  
**Helpline email:** [helpline@clicsargent.org.uk](mailto:helpline@clicsargent.org.uk)  
**Helpline hours available:** Monday to Friday 9.00am to 5.00pm

**Registered Charity Number:** 1107328

**Details of Support Offered:**

CLIC Sargent provides support to children and young people up to 25 years old, with cancer and leukaemia and their families through:

**Clinical and Care Professionals:**

CLIC Sargent funds specialist doctors, nurses, social workers, family support workers, youth workers and play specialists to provide care, support and advocacy to children and young people with cancer and their families in hospital and at home.

**Home from Home:**

CLIC Sargent runs homes allowing parents, children and siblings to stay together near the hospital.

**Holidays:**

CLIC Sargent provides free opportunities for families to take a break from treatment in supported settings.

**Care Grants:**

CLIC Sargent gives grants to help families cope financially.

**Research:**

CLIC Sargent funds a number of research projects to identify causes and treatment of childhood cancer and also to look at managing the many side effects that treatment imposes on children that can have a significant impact on their future lives.

Compassionate Friends

**Address:** 53 North Street  
Bristol  
BS3 1EN



**Tel:** 08451 232304 (National Helpline)

**Fax:** 08451 203786

**Available:** 10.00am – 4.00pm and 7.00pm-10.00pm seven days a week

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

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

A national organisation which is run by parents whose child (of any age) has died from any cause. They provide a befriending service that offers friendship and support to grieving parents who have lost a child. This loss can be through illness, accident, murder and suicide,

and this is why Compassionate Friends works closely with and refers many people on to other relevant organisations such as SAMM, etc.

**Details of Support Offered:**

Initially, anyone looking for support should contact the national helpline, where the staff will take your details and refer them on to a local volunteer who will contact you and give you information on local support groups available. You may prefer to have some one to one support which is also available through your local volunteer. If you would like literature on bereavement or the loss of a child, there is a postal library available as well as self-help publications which are available through the organisation.

**Cruse Bereavement Care**

**Address:** CRUSE Central Office  
PO Box 800  
Richmond  
Surrey  
TW9 1RG

**Tel:** 020 8939 9530

**Helpline:** 0844 477 9400 (Mon – Fri 9.30am - 5pm)

**Fax:** 020 8940 7638

**Local Offices:** Chair of Worcester CRUSE  
Weil Hall  
31 Bretforton Road  
Badsey  
Evesham  
WR11 7XG

**Local Helpline:** 01905 22223 (answer machine and liveline)



**Objective:**

Offering a counselling and information service as well as giving the opportunity for all bereaved people to have social contact.

### **Details of Support Offered:**

CRUSE provides both individual and group counselling which enables any bereaved person to understand their grief and cope with their loss. One to one counselling is normally carried out at the home of the bereaved, for as many sessions as is deemed necessary. To talk to someone or to arrange a one to one you will need to contact CRUSE through the national helpline or through your local number.

Local support groups are also available and details of where the meetings are held etc, can be obtained from the local helpline. All CRUSE volunteers undergo a 60 hours training course before undertaking any support work for the organisation.

#### ***CRUSE Training:***

CRUSE has written an 'Awareness in Bereavement Care' Foundation course that provides the awareness, skills and knowledge for the initial development of volunteers who are going to work with bereaved people. This course is accredited by OCNW

(Open College North West).

DIAL

**(Disability Information Advice Line)**

#### **For South Worcestershire Services:**

**Address:** 54 Friary Walk  
Crowngate Centre  
Worcester  
WR1 3LE

**Tel:** 01905 27790

**Minicom:** 01905 22191

**Fax:** 01905 612692

**E-mail:** [mail@dialsworcs.org.uk](mailto:mail@dialsworcs.org.uk)

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

**National Freephone No:** 0800 970 7202

#### **For North Worcestershire Services:**



**Address:** Connect (Wyre Forest)  
10-12 Blackwell Street  
Kidderminster  
DY10 2DP

**Tel:** 01562 60241

**Email:** admin@nwdial.org.uk

**Website:** www.nwdial.org.uk

**Details of the Service:**

DIAL is a free confidential information and advice service where disabled people and carers can obtain information on a wide range of services. Both DIALs also help complete benefit forms. DIAL South has a specialist benefit service giving telephone benefit advice, form filling and representation at benefit tribunals. Our service is for both the client and carer. To access the service you can telephone, email or visit the office.

Edward's Trust

**(West Midlands Child Bereavement Centre)**

**Address:** [43A Calthorpe Road](#)  
Edgbaston  
Birmingham  
B15 1TS

**Tel:** 0121 454 1705

**Fax:** 0121 456 1921

**Available:** Mon – Fri 9am -5pm  
(Answer phone at other times)

**Objective:**



SUNRISE aims to support all those affected by the death of a child, in particular, parents and siblings. Help is offered to families whatever the cause of death, whether it happened recently or in the past and to children bereaved of a parent or primary carer.

**Details of Support Offered:**

The organisation provides individual counselling and the team consists of professional counsellors.

Support groups are also held, where people may get together and talk about their loved ones. All groups are facilitated by a trained counsellor and meet on a monthly basis. The groups currently being held are:

- Coffee Morning: a general bereavement support group
- Bereaved Parents Group: for bereaved parents
- 

Training days for professionals are available - for more details contact the Edward's Trust office.

FSID

**(Foundation for the Study of Infant Deaths)**



**Address:** 11 Belgrave Road  
London  
SW1V 1RB

**Tel:** 0207 802 3200 (General Enquiries)

**Helpline:** 0808 802 6868

**Available:** Mon – Fri 10am – 6pm Weekends and bank holidays 6pm – 10pm

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

**West Midlands**

**Tel:** 01295 788061

## General Practitioner Service

Many General Practices offer help and support to those recently bereaved. Individual doctors vary greatly in their recognition of bereavement work as a part of their normal general medical services. Most doctors now see themselves as working within a Practice Team and will offer different sorts of help, depending on the membership of their Team. Some GP's have counsellors as part of the overall team and if not they can refer you to an appropriate agency.

Do you know who there is in your GP's practice to offer a sympathetic ear using professional expertise?

It is worth acquiring a copy of the Practice leaflet which should give details on who is available or, alternatively, ask your doctor.

When bereaved, your own experience may naturally draw you to a member of the Practice Team (Doctor, Nurse, Counsellor, Health Visitor, etc). Many people have questions about how someone died and are helped by knowing that there is someone who understands and who is available, so use your doctor in this way if it helps.

To find health services near you, access the NHS website [www.nhs.uk](http://www.nhs.uk) and click on 'health services near you'

## Guy's Footprint

**Address:** PO BOX 872  
Worcester  
WR1 9DS



**Help line:** 0845 467 6065

Guy's Footprints is a registered charity providing support for bereaved children, young people and their families in Worcestershire following the death of a parent, sibling or other significant person in their life.

We guide and support bereaved children and young people, and help them manage their grief.

Guy's Footprints provides a service totally *free of charge* to bereaved children and their families in Worcestershire.

## Kemp Hospice



**Address:** Kemp Hospice  
41 Mason Road  
Kidderminster  
DY11 6AG

**Bereavement Hub:** 01562 756060

**Tel:** 01562 756000

**Fax:** 01562 754636

**E-mail:** [info@kemphospice.org.uk](mailto:info@kemphospice.org.uk)

Kemp Hospice offers nursing and respite care to people living with a life threatening illness, as well as providing practical and emotional help for families. The service also includes follow up bereavement care for those families who have suffered the loss of a loved one.

The Bereavement Hub helpline is manned from 9am to 5pm Monday to Friday. The team will answer queries and help where needed. The Children's team will offer assessment to all those seeking bereavement support, 1 to 1 support following an expected death, some 1 to 1 support following sudden/unexpected death, facilitate referral to other or more appropriate services if needed and lead group work. Anyone can refer to the services which is offered free of charge to anyone living in the Wyre Forest area.

## The Lyttleton Well Counselling Service



**Address:** The Lyttleton Well Counselling Service  
Littleton Well  
Church Street  
Malvern  
Worcs  
WR14 2AY

**Tel:** 01684 563456 (For Counselling appointment)

01684 573702 (Main office)

### **Details of Support Offered:**

The Well Counselling Service consists of a team of 17 qualified counsellors who provide one to one counselling for adults and children. Counselling is available for a range of issues such as marriage problems, stress, depression, bereavement, etc.

Referrals are made through GPs, CAB, Social Workers and other health professionals, as well as being able to self refer. Once you contact the service, your needs will be assessed then you will be allocated to an appropriate counsellor.

During the first appointment, the number and times of future visits will be discussed. Although the Trust is a charitable organisation, they ask for a small registration fee.

### **Macmillan Cancer Support**

**Address:** Macmillan Cancer Support  
89 Albert Embankment  
London  
SE1 7UQ

**Tel:** 0207 8407840

**Fax:** 0207 8407841

**Macmillan** 0808 808 2020 (information & support) 9.00am – 6.00pm

**Cancerline:**

**Free Helpline:** 0808 800 1234 - Mon – Fri 9am to 8pm

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

(Cancer Backup merged with Macmillan Cancer Support in April 2008)

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**

**Mind**

**(National Association for Mental Health)**

**National address:** Granta House  
15-19 Broadway



For better  
mental health

Stratford

London

E15 4BQ

**Tel:** 020 8519 2122

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

**Available:** Mon – Fri 9.15am – 5.15pm

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

**Objective:**

Mind works for a better quality of life for people diagnosed or treated as mentally ill. This is achieved by campaigning, training, publishing and providing a comprehensive information service. Literature regarding bereavement is available.

**Local Mind Groups in Worcestershire:**

The type of support provided varies across different individual groups.

**Evesham & Pershore**

Wallace House Community Centre

Oat Street

Evesham

WR11 4PJ

**Tel:** 01386 429454

**Email:** [epmind@btconnect.com](mailto:epmind@btconnect.com)

**Malvern**

PO Box 275

Malvern

WR14 9DN

**Tel:** 01684 561503

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

**Support Group:** The Survivor's Group

St Swithun's Institute

The Trinity

Worcester

**Tel:** 01905 22863 in first instance

Saturdays 9.30am - 2.30pm.

## **Miscarriage Association**

**Address:** 17 Wentworth Terrace  
Wakefield  
West Yorkshire  
WF1 3QW



**Tel:** 01924 200795 (Admin)

**Helpline:** 01924 200799

**Helpline Available:** Mon – Fri 9am – 4pm (Answerphone at other times)

**Fax:** 01924 298834

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

**E-mail:** [info@miscarriageassociation.org.uk](mailto:info@miscarriageassociation.org.uk)

### **Objective:**

The association provides support and information on the subject of pregnancy loss. They gather information on causes and treatments and promote good practice in the way pregnancy loss is managed in hospitals and in the community.

### **Details of Support Offered:**

If you have suffered a miscarriage and would like to talk to someone, contact the helpline who will put you in touch with a volunteer from your area/region. Volunteers will provide a befriending and listening service and most of them have experienced pregnancy loss.

The helpline can also supply details of your nearest support group which will enable you to meet others who have experienced pregnancy loss. Alternatively, the organisation is always looking for volunteers to set up their own support groups.

Miscarriage association has designed a Special Register to put callers in touch with someone who has had a certain type of pregnancy loss such as ectopic pregnancy, infertility problems, etc. Publications as well as membership (£15 per annum) is available by contacting the association.

### **National Association of Widows**

**Headquarters:** 48 Queens Road  
Coventry  
CV1 3EH



**National Tel:** 024 7663 4848

**Website:** [www.widows.uk.net](http://www.widows.uk.net)

**Local Meeting** Christchurch Hall

**Address:** Barnards Green  
Malvern

**Tel:** 01684 565265 (South Worcestershire area)

The National Association of Widows offers information, advice and a befriending service to all widows. The national telephone line provides free advice, support and a network of branches throughout the UK, encouraging a supportive social life for widows.

### **Details of Support Offered in South Worcestershire:**

A local monthly gathering offers a self-help support group to all widows. It enables widows to meet other people who are bereaved and give practical help where needed. Social events are encouraged and many outings are planned for the group such as eating out in a restaurant. There is usually a guest speaker at the monthly meetings and an annual membership of £16.00 is charged (an entrance fee of 50p). For details on the times and dates of these monthly gatherings, contact the local group on number given above.

### **National Meningitis Trust**

**Address:** Fern House  
Bath Road  
Stroud  
Gloucestershire  
GL5 3TJ



**Tel:** 01453 768000

**24 hr Helpline:** 0808 8010 388  
**Fax:** 01453 768001  
**Website:** [www.meningitis-trust.org](http://www.meningitis-trust.org)  
**E-mail:** [info@meningitis-trust.org](mailto:info@meningitis-trust.org)

This is a nationwide counselling service.

Pet Bereavement Support Service

**Headquarters:** The Blue Cross  
Shilton Road  
Burford  
Oxon  
OX18 4PF



**Tel:** 0300 777 1897  
**Fax:** 0300 777 1601  
**Email:** [pbssmail@bluecross.org.uk](mailto:pbssmail@bluecross.org.uk)

Create a Pet Memorial at [www.bluecross.org.uk](http://www.bluecross.org.uk)

**Support Line:** 0800 096 6606

(available 8.30am-8.30pm Mon-Sun – all calls are free and confidential)

#### **Details of Service:**

The Pet Bereavement Support Service (PBSS) offers confidential telephone and email support for anyone who is experiencing, or anticipating, the loss of a pet as a result of death, illness, loss and theft, enforced separation or accident. Emotional support and practical information is provided by trained volunteers. The service is run by The Blue Cross and the Society for Companion Animal Studies. The service also runs courses throughout the UK in pet loss.

#### **Leaflets/Information available:**

- Pet Bereavement
- Children and Pet Bereavement

- Wallet sized information cards
- A5 Pet Bereavement Poster
- Booklet Death of an Animal Friend
- Missing My Pet – for children
- 

Member of the British Association for Counselling and Psychotherapy

Member of the Telephone Helplines Association

### **Primrose Hospice Family Support Service**

**Address:** St Godwalds Road  
Fininstall  
Bromsgrove  
Worcs  
B60 3BW

**Tel:** 01527 871051

**Contact:** Heather Coughlin, Family Support Team Leader

**Email:** [heather.coughlin@worcspct.nhs.uk](mailto:heather.coughlin@worcspct.nhs.uk)



Primrose Family Support Service is based in Bromsgrove at the Day Hospice and provides a service to families living within the Redditch and Bromsgrove area. The formation of the Family Support Service brings together services which were previously on offer, but hopefully in a more cohesive manner. The team encompasses:

- Chaplaincy
- CAB advice
- Adult Family Support
- Children's Family Support
- Counselling
- Social Work

Our chaplain, Rick White, provides care both within the Day Hospice and at client's homes and is currently developing his service and the 'Sacred Space' where he is able to offer emotional support to patients, their families and carers. We can also provide services such as prayer – with the Laying on of Hands and Anointing, Holy Communion, renewal of marriage vows as well as advice about baptism or marriage.

Ann Evans, our CAB Advisor, will see clients either at home or at the Day Hospice. Ann assists clients in ensuring they are receiving all appropriate benefits and will access grants if appropriate. She can provide general advice and support on such areas as housing problems, debt, employment issues, wills and probate and many others.

Within Family Support we have six Children's Support Workers and eleven Adult Support Workers. The Children's team is made up of volunteers, all of whom have a background working with children, and the Adults team all receive training in listening and communication skills. The stress of life threatening illness or bereavement may cause major changes within families and we may be able to provide some support. Their services remain in demand and we are beginning to branch out into more couple and family work, both pre and post bereavement.

Our counselling service continues to grow and we are currently able to provide a service throughout the day for five days a week. This is provided by both volunteer qualified and student counsellors. We have 5 qualified counsellors and 1 student counsellor. Jane Myring is employed as a qualified counsellor and she coordinates this service.

The Family Support Team is lead by Heather Coughlin, a qualified Social Worker who is able to offer a social care service to families with more complex needs. We are supported by a team administrator and MA and BA social work students.

In addition to individual direct work, we are increasing our family and groupwork. We are developing this to work in an holistic way with families in order to assist them in preparing and supporting each other through very difficult times.

Other groups we provide are

- Carers Group – support and advice for friends and family in a carer's role
- Bluebell – support and advice for women following first line treatment for breast cancer
- River Group – relaxation strategies to offer assistance for clients experiencing bereavement
- Bereavement Group – peer support facilitated by the Family Support Team for bereaved partners.

Our Memory Box and Life Story work is expanding and is of great use to many patients in pre-bereavement work to assist in helping them prepare their families. It is also very beneficial to family and friends in post bereavement work, helping them come to terms with and accepting of their situation.

We are all very excited about the expansion of the service and are hopeful 2009 will see us grow and develop in order to meet the needs of the community we serve.

If you would like any further information or would like a selection of our leaflets, please contact us on 01527 871051 or [heather.coughlin@worcspct.nhs.uk](mailto:heather.coughlin@worcspct.nhs.uk)

**Relate**

**Address:** Premier House

Carolina Court

Lakeside

Doncaster

DN5 4RA

**Tel:** 0300 100 1234

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

**Local Office:** 19 Castle Street

Worcester

WR1 3AD

**Tel:** 01905 28051

**Email:** [info@worcsrelate.plus.com](mailto:info@worcsrelate.plus.com)

**Website:** [www.relate-worcestershire.org](http://www.relate-worcestershire.org)

relate  
the relationship people

**Details of Support Offered:**

Relate offers counselling for all types of relationship problems including marriage guidance, sexual therapy, stress and bereavement and loss, etc. It has over 90 centres throughout the UK and Ireland; the nearest branch is based in Castle Street in Worcester. Once you contact them, they will arrange an appointment with you after which, if it is agreed that Relate counselling is appropriate, future sessions will be arranged. The counsellors are carefully selected and trained and receive continual support and supervision. For more information, visit their website or contact your local office.

## RoadPeace

**Address:** RoadPeace  
G4b Shakespeare Business Centre  
245a Coldharbour Lane  
London SW9 8RR



**Tel:** 0207 733 1603 (Admin)

**Helpline:** 0845 4500 355 Monday – Friday 9.00am to 5.00pm

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

**E-mail:** [info@roadpeace.org](mailto:info@roadpeace.org)

### Objective:

To provide emotional and practical support to bereaved and injured road traffic victims and also to raise awareness of the dangers on the road and conduct research in road danger and the impact of road death and injury.

### Details of Support Offered:

RoadPeace helps victims through complex and confusing procedures following a road death or injury. The helpline that has been established is run by people who have been affected by a road traffic injury or death and are therefore able to empathise with their callers.

The organisation also provides details of self-help support groups local to the caller. Publications are also available. Membership is by donation (no set charge) and is open to anyone affected by a road death or injury or who is concerned about road safety.

## SAMM

**(Support after Murder & Manslaughter)**



**Headquarters:** L&DRC Tally Ho  
Pershe Road  
Edgbaston  
Birmingham

B5 7RN

**Tel:** 0845 872 3440

**Available:** Mon – Fri 9am – 5pm.  
(Answerphone at other times)

**E-mail:** [Info@SAMM.org.uk](mailto:Info@SAMM.org.uk)

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

**Objective:**

The organisation offers understanding and support to families and friends who have suffered a bereavement as a result of murder or manslaughter, through the mutual support of others who have suffered a similar tragedy.

**Details of Support Offered:**

If you have lost someone dear to you through murder or manslaughter you are not alone.

We offer a confidential telephone help line where you can talk to someone who has also experienced the devastating effects of this most distressing crime.

We offer understanding support, a listening ear, and a shoulder to lean on in times of severe emotional crisis.

Informal support groups are also held in a number of regional locations. To find out details of your nearest group, contact SAMM directly.

**SANDS**

**(Stillbirth and Neonatal Death Society)**

**Headquarters:** 28 Portland Place  
London  
W1B 1LY



**National Helpline:** 0207 436 5881  
**Available:** Mon – Fri 9.30am – 5.30pm; Tues & Thur 6.00pm- 10.00pm  
**Email:** helpline@uk-sands.org  
**Email:** support@uk-sands.org

### **Signhealth Counselling**

**Reg. Office:** 5 Baring Road  
Beaconsfield  
Bucks  
HP9 2NB



**Head Office:** 13 Wilson Patten Street  
Warrington  
WA1 1PG  
**Tel:** 01494 687606  
**Fax:** 01494 687622  
**Available:** Mon - Fri 9am – 4.30pm  
**SMS:** 07966 976749  
**Website:** [www.signhealth.org.uk](http://www.signhealth.org.uk)  
**E-mail:** [info@signhealth.org.uk](mailto:info@signhealth.org.uk)

### **Details of Support Offered:**

Signhealth offers a national counselling service for the deaf and hard of hearing as well as their families and friends. Although the association is based in Warrington, they have counsellors situated all over the UK. For an appointment with a bereavement counsellor, you simply contact them and they will take your details and they will contact a local counsellor in your area. They will contact you and make arrangements for a visit, which are normally held at your local GP's surgery in an allocated private room.

## St Richard's Hospice

**Address:** Wildwood Drive  
Worcester  
WR5 2QT

**Tel:** 01905 763963  
(Answerphone at other times)

**Fax:** 01905 351911

**E-mail:** [familysupport@strichards.org.uk](mailto:familysupport@strichards.org.uk)

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



### Details of Support Offered:

St. Richard's Hospice Family Support Team offers bereavement support to every family to whom the Hospice had provided a service prior to death. It is available to people of all ages including children, young people and their families.

Unless the specialist nurse advises that the bereaved has declined further contact from the Family Support Team, a telephone call is made by the Family Support Services Co-ordinator at approximately 6-8 weeks after the death.

Assessment is made at this point by the Family Support Services Co-ordinator and action taken accordingly:

- no bereavement support required at this time
- telephone support
- identification of the level of support needed, i.e. SRH Family Support Worker, SRH counsellor or referral to other agency. An assessment visit may be made to determine which is appropriate.
- group support

**Family support** is undertaken by Family Support Workers who are trained and supervised in accordance with the guidelines laid down by the British Association of Counselling and Psychotherapy. Visits are on a one to one basis, either at the Hospice or within the person's home and are of approximately one hour duration. The number of sessions and length of period over which they are made is unspecified, this being determined by the bereaved person and the Family Support Worker.

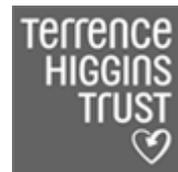
**Counselling** is provided by a fully qualified SRH counsellor (BACP Accredited) where it has been assessed as appropriate.

**Bereavement Groups** – The Family Support Service offers the opportunity to join a group and share some of the difficulties, both practical and emotional that are often experienced when one is bereaved. The groups are facilitated by trained SRH Family Support Workers and are therapeutic in aim.

The Child and Family Bereavement Service organises a Memory Day for children, teenagers and their bereaved parent. There is also a bereavement group for families.

**Telephone Support** is available at anytime during normal working hours. The Family Support Team offers regular telephone support where visiting is not practical, for example, because of the distance involved, and will help identify more local one to one support where necessary.

### **Terence Higgins Trust (THT)**



**Contacts:** Sir Nick Partridge, Chief Executive  
Mr Blake Smith, Information Officer

**Address:** 314-320 Gray's Inn Road

London

WC1X 8DP

**Tel:** 0207 812 1600\* (Admin)

(\*legal advice available from 2-5pm daily)

**Helpline:** 0808 802 1221

**Availablie:** Mon – Fri 10.00am – 10.00pm; Sat – Sun 12pm – 6.00pm

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

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

### **Details of the Service:**

The Terence Higgins Trust Helpline provides information, advice and help to anyone affected by or concerned about HIV or AIDS.

The subjects that are discussed are issues like fear about infection, transmission and advice on practising safer sex. It also helps anyone who has recently been diagnosed with HIV as well as information about where to get tested, types of treatments available, etc.

People who have suffered a bereavement through HIV or AIDS can also contact the helpline for support and they may find the Emergency Will Service useful. Although the legal line operated by the Trust is suspended, you can telephone the administration number between 2-5pm for any legal matters.

### **Agency Details**

**Office Hours:** 9.30am - 5.30pm

THT delivers health promotion campaigns, national services and local services directly to people with or affected by HIV and other sexual health issues. Direct services include: Advice, Information, Community Support, Counselling and Emotional Support, Complementary Therapies, Support Groups, testing for HIV and other STIs, Training.

### **THT Direct Helpline can offer:**

- HIV related information
- Details of and/or referral to HIV services (THT, Lighthouse & others).
- Information sheets and booklets on HIV and STI related issues
- Generalist advice, for example about eligibility for welfare benefits, debt, unemployment, community care, immigration and housing.
- Emotional support.

### **Offices:**

Aberdeen

Birkenhead

Birmingham

Brighton

Bristol

Cardiff

Chelmsford

Gloucester

Colchester

Coventry

Eastbourne

Glasgow

Inverness

Leeds

London- Head Office at Gray's Inn Road, King's Cross; Lighthouse South London, Waterloo and Lighthouse West London, Ladbroke Grove

Nottingham

Oxford  
Southend on Sea  
Swansea  
Swindon  
Telford, Shropshire  
Woking  
Wolverhampton

# **SAMARITANS**

## **Worcester Samaritans**

**Address:** The Samaritans  
9 Sansome Place  
Worcester  
WR1 1UA

(No appointment is needed for visiting the Branch)

**Tel:** 01905 21121 (local)  
08457 909090 (national – charged at the local rate)

**E-mail:** [jo@samaritans.org](mailto:jo@samaritans.org)

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

**Twitter:** @samaritans

**Opening Hours:** 09.00 – 22.00 Monday to Saturday  
09.00 – 15.00 Sunday

### **Details of Support Offered:**

The Samaritans offer a confidential listening and support for anyone who is suicidal, in personal crisis, depressed or bereaved. They are available 24 hours a day, 365 days a year. You can contact them by phone, e-mail, letter or by visiting your local centre between the hours given above.

The organisation is run by trained volunteers who have been carefully selected and supervised once they have undergone specialist training for listening in crisis.

## University of Worcester Student Counselling Service

**Address:** University of Worcester  
Room 75  
Woodbury  
Worcester  
WR2 6AJ



**Tel:** 01905 855107/ 855417 (Direct Line)

**Email:** [counselling@worc.ac.uk](mailto:counselling@worc.ac.uk)

**Available:** Mon – Fri 10am – 4pm

**Website:** [www.worcester.ac.uk](http://www.worcester.ac.uk)

(Click onto Make yourself at home – Get Support - Student Services Menu on the Home Page)

### Details of Support Offered:

The Student Counselling Service, which is a BACP Accredited Service, is free and available to all students attending the university. Both counsellors are qualified and BACP Accredited. Both have had experience in working with bereavement. Students refer themselves to the Service, and counselling is on a one to one basis. An initial contract of up to 6 sessions is available. This can be extended, depending on the individual and the issues which arise. Information on other relevant support organisations is also available.

### Victim Support



**Address:** Victim Support (in Hereford & Worcester)  
Ground Floor  
[Anbrian House](#)  
1 The Tything  
Worcester

WR1 1HD

**Support Line:** 0845 3030 900  
**Worcester Tel:** 0300 303 1977  
**Website:** [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

### Winston's Wish



**Address:** 3<sup>rd</sup> Floor  
Cheltenham House  
Clarence Street  
Cheltenham  
Gloucestershire  
GL50 3JR

**Tel:** 01242 515157 (General Enquiries)

**Available:** Mon – Fri 9am – 5pm  
(Answer phone at other times)

**Helpline:** 08452 03 04 05

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

**E-mail:** [info@winstonswish.org.uk](mailto:info@winstonswish.org.uk)

### Objective:

Winston's Wish is the leading childhood bereavement charity and the largest provider of services to bereaved children, young people and their families.

We offer practical support and guidance to families, professionals and anyone concerned about a grieving child. We believe that the right support at the right time can enable young people to live with their grief and rebuild positive futures.

We provide support for bereaved children and young people up to the age of 18. We also support their parents or carers. Whether the person was ill for some time or a death totally

unexpected, we work closely with children and families, in a variety of practical and creative ways, to create an atmosphere where they can share their thoughts and feelings and meet others.

**Our services:**

Our child-focused approach supports the whole family. The Winston's Wish range of services includes the following:

- National Helpline for anyone caring for a child coping with the serious illness or death of a family member (08452 03 04 05)
- group work with bereaved children and their families
- individual work with bereaved children and their families
- range of publications, resources and educational films
- website providing information about supporting a bereaved child, as well as interactive pages for young people themselves
- support programme for schools
- tailor-made training and consultancy for professionals.

**What we stand for:**

Our programmes recognise how children experience grief. We therefore include time to have fun and for creative activities as well as time to focus and work through more painful issues.

**Worcester Aids Foundation**

Worcester AIDS Foundation

**Address:** Unit 4  
14 Farrier Street  
Worcester  
WR1 3BH

**Tel & Fax:** 01905 611602

**Available:** Mon – Fri 9am - 5pm  
(Answerphone at other times)

**Email:** info@worcesteraidsfoundation.org.uk

**Website:** www.worcesteraidsfoundation.org.uk

**Details of Support Offered:**

The Worcester AIDS Foundation provides a range of practical and emotional support services to anyone infected or affected by HIV/AIDS in Worcestershire. Practical advice includes details on entitlement to benefits and information on grants fund, which could be used by the family towards funeral costs.

The Foundation also provides access to testing for the disease as well as a qualified counsellor if any pre or post-test counselling is needed. Counselling is carried out on a one to one basis and is particularly used when people have just been diagnosed and need to talk about the aspects of the disease.

They can give you details on local self-help support groups and advice on complementary therapies that may be beneficial to sufferers. Transport can be arranged for anyone who has difficulty getting to the clinic.

**Worcester Benefits Delivery Centre**

**Headquarters:** Caxton House

Tothill Street

London

SW1H 9NA

**Local Office:** Freepost Plus

Jobcentre Plus

Worcester BDC

St Stephens Street

Birmingham B99 1AD

**Tel:** 0845 608 8665

**Text:** 0845 608 8672

**Freephone:** 0800 882200

**jobcentreplus**

**Benefit Enquiry Line:** For customers with disabilities, carers and their representatives

The Benefits Agency offers general advice on benefits available as well as other useful advice and information. The Worcester office covers other areas including Droitwich, Evesham, Malvern and Pershore.

### **Worcestershire Association of Carers**



**Address:** Polysec House  
Blackpole Trading Estate West  
Hindlip Lane  
Worcester  
WR3 8TJ

**Tel:** 01905 751340

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

**Carers Action line:** 0300 012 4272

#### **Objective:**

The Association aims to relieve the stress experienced by informal carers by providing information and support services and promoting the needs of carers.

#### **Details of Service Offered:**

The Association enables carers to gain access to information, advice and support including the issues of bereavement.

Carers Support Groups are run throughout Worcestershire, offering the opportunity to meet other carers, share experiences, enjoy some activities or outings or just have a break.

Call our Carer Group Co-ordinator on 01905 751340 for details of groups in your area.