

Signposting Pack

A comprehensive directory offering advice, support and information covering all aspects of bereavement.



This resource has been created for individuals who may be looking for support following bereavements.

It also details contacts for some other useful organisations that may be able to assist in other ways.

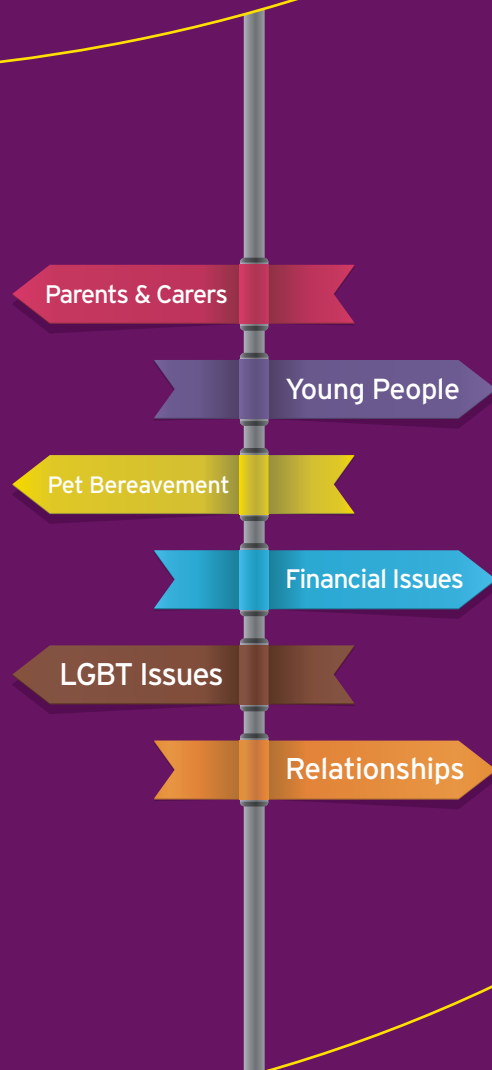
This is not an exhaustive guide. Only a select few organisations and support agencies have been included. For more comprehensive information, or for assistance in finding additional services near you, please call the Cruse Bereavement Care, or Cruse Bereavement Care Scotland National Helpline(s) using the details found on the reverse cover.

Should you wish to enquire about any of the services listed in this booklet, please make a note of the relevant contact details and contact the service provider directly.

When you access any other website(s) or resources listed in this booklet, you understand that these are independent from Cruse Bereavement Care and that we have no control over that service.

Samaritans can be reached 24/7 on 116123.

In an emergency, please dial 999.



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For Older People



Specific Bereavement Support Services

Silverline

Free confidential helpline providing information, friendship and advice to older people (aimed for people aged 55+).

Phone: 0800 470 8090 (open 24/7)

Website: www.thesilverline.org.uk

Age UK Advice Line

Age UK Advice is a free, confidential, national phone service for older people and their carers, offering advice on practical issues related to getting older. You can also sign up for weekly friendship calls.

Hours: Open 8am - 7pm every day of the year

Phone: 0800 055 6112

Website: www.ageuk.org.uk

Independent Age

Call for information, free impartial advice, or to discuss receiving regular friendship calls or visits.

Hours: Open Monday - Friday: 8am - 8pm and Saturdays: 9am - 1pm

Helpline: 0800 319 6789

Email: advice@independentage.org



For People Bereaved through Suicide, Crime, or Accident

Survivors of Bereavement by Suicide

Gives callers a chance to talk confidentially with someone who has been bereaved by suicide, to ask questions, and know you're not alone.

Hours: Monday - Friday: 9am - 9pm

Helpline: 0300 111 5065

Website: www.uksobs.org

Email: sobs.support@hotmail.com

Support after Murder and Manslaughter

Gives callers a chance to talk confidentially with volunteers who have been bereaved by homicide, and to receive advice and support.

Helpline: 0845 872 3440

(if your call isn't answered please leave a message and they will get back to you)

Website: www.samm.org.uk

Email: info@samm.org.uk

Through Unity

Set up by families who have been bereaved by homicide. Through their counselling and other services they provide vital support for families who have been affected by this, and aim to campaign and raise awareness of the impact of violent crime.

Phone: 07947 684 605

Website: www.throughunity.co.uk

Email: reachingout@throughunity.com

Support After Suicide

A network of organisations that support people who have been bereaved or affected by suicide. Offers support, guides and contact details of useful organisations.

Website: www.supportaftersuicide.org.uk

Brake

Support for anyone who has been bereaved or seriously injured in a crash or their carers, however long ago this happened. It is also for professionals who need information about how to help people affected by a crash.

Hours: Monday - Friday: 10am - 4pm

Phone: 0808 8000 401

Website: www.brake.org.uk

Email: helpline@brake.org.uk

Road Peace

Helps bereaved families cope and build resilience through peer support, local group networks and trauma support programmes. They also provide information guides on navigating the justice system and help with seeking fair compensation for bereaved families and seriously injured victims.

Hours: Monday - Friday: 10am - 5pm

Phone: 0845 4500 355

Website: www.roadpeace.org

Email: helpline@brake.org.uk

Victim Support

Free confidential support (independent of the police) for anyone in England or Wales who has been affected by crime.

Hours: 24 hours a day, 7 days a week

Phone: 0808 1689 111

Website: www.victimsupport.org.uk

Email: via website

Papyrus

Helpline providing practical advice and information to anyone who is concerned that a young person they know may be at risk of suicide, or a young person who is worried about their own suicidal feelings. Papyrus' trained advisors can help to create safety plans for anyone who is worried about acting on their suicidal thoughts.

• Up to 35 years • UK wide

Hours: Monday - Friday: 10am - 10pm, Saturday - Sunday: 2pm - 10pm,
Bank Holidays: 2pm - 5pm

Helpline: 0800 068 4141 - (Freephone from landlines)

Website: www.papyrus-uk.org

For People who have lost their Partners

WAY (Widowed and Young) Foundation

Peer to peer support groups for men and women aged 50 or under when their partner dies. Run by a network of volunteers who have been bereaved at a young age themselves.

Apply to become a member (£25 a year) on their website: widowedandyoung.org.uk

Email: membership@widowedandyoung.org.uk to apply.

WAY Up

Peer support for widows/widowers in their 50s and 60s, creating national, regional and very local meets. They communicate with members via their forum, so callers will need to be comfortable using the internet.

Registration is free and simple, and can be done on their website: www.way-up.co.uk

Merry Widow

Personal website set up by a young widow, providing support for anyone who has lost a partner via online peer to peer community forums and information.

Website: www.merrywidow.me.uk

The Jolly Dollies

An organisation started by widows, to help widows regain a social life through friendship and organised social events. There are Jolly Dolly groups in many areas of the UK you can join, with an annual membership fee of £10.

Apply to be a member online at: www.thejollydollies.com



Bereavement Support for Young People

Winston's Wish

UK-wide national helpline offering support, information and guidance to children, young people and anyone caring for a child/young person who has been bereaved. The trained staff can listen, offer support, provide information, give options and practical suggestions about how to deal with bereavement and anyone affected. They also have a message board for young people on their website.

Helpline: 08088 020 021

Website: www.winstonswish.org.uk

Email: via website

Child Bereavement UK

Supports families when a child of any age dies or is dying, or when a child is facing bereavement.

Hours: Monday - Friday: 9am - 5pm

Helpline: 0800 02 888 40

Email: support@childbereavementuk.org

Grief Encounter

Grief Encounter aims to provide support to anyone who has suffered from bereavement. They offer support via their helpline. Their website has resources for children, teenagers, adults and professionals.

Hours: Monday - Friday: 9am - 5pm

Helpline: 0208 371 8455

Website: www.griefencounter.org.uk

Email: support@griefencounter.org.uk

Hope Support Services

Support services available to anybody aged 11 - 25 when a close family member is diagnosed with a life-threatening illness.

Phone: 01989 566 317

Email: help@hopesupportservices.org.uk

For Bereaved Parents

Miscarriage Association

A pregnancy loss helpline which provides information and support.

Hours: Monday - Friday: 9am - 4pm

Helpline: 01924 200 799

Website: www.miscarriageassociation.org.uk

Email: info@miscarriageassociation.org.uk

The Compassionate Friends

Offer bereaved families support after the death of a child of any age. The Compassionate Friends also has an online Forum where you can talk online and get support from other bereaved parents.

Hours: 10am - 4pm and 7pm - 10pm: every day of the year

Helpline: 0345 123 2304

Northern Ireland Helpline: 0288 77 88 016 (10am - 4pm and 7pm - 9.30pm)

Website: www.tcf.org.uk

Email: helpline@tcf.org.uk

Stillbirth & Neonatal Death (SANDS)

The Sands free Helpline provides a safe, confidential place for anyone who has been affected by the death of a baby, however long ago. Their experienced Helpline Team are there to listen and offer support and information without judgement.

Hours: Monday - Friday: 9.30am - 5.30pm, plus Tuesdays and Thursdays: 6pm - 10pm

Helpline: 0808 164 3332

Website: www.uk-sands.org

Email: helpline@uk-sands.org

The Lullaby Trust

Support for families, friends, carers and professionals after the sudden and unexpected death of a baby or young toddler.

Hours: Monday - Friday: 10am - 5pm, Weekends and Bank Holidays: 6pm - 10pm

Helpline: 0808 802 6868

Website: www.lullabytrust.org.uk

Email: support@lullabytrust.org.uk

Child Death Helpline

Your call will be answered by a trained volunteer who has also lost a child and understands the feelings that surround the death of a child.

They offer a confidential, safe environment where you can talk openly about your child's life and death, and provide support not only at times of crisis but also for the on-going needs over your lifetime.

Hours: Helpline Monday - Friday: 10am - 1pm, Tuesdays and Wednesdays: 1pm - 4pm, Every evening: 7pm - 10pm

Helpline: 0800 282 986 - (Free from landlines)

Helpline: 0808 800 6019 - (Free from mobiles)

Website: www.childdeathhelpline.org.uk

Email: via website



Bereavement Financial Issues

DWP

For further support from the Department of Working Pensions after someone has died (following on from the letter people may receive).

Hours: Monday - Friday: 8am - 6pm

Phone: 0800 731 0469

Website: www.gov.uk/bereavement-payment/how-to-claim

Funeral Costs Advice - 'Down to Earth'

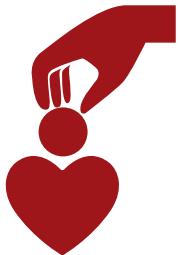
Whether faced with an immediate bereavement or worried about future costs, we can support you to plan an affordable and meaningful funeral.

Hours: Monday - Friday: 8am - 6pm

Phone: 020 8983 5055

Website: www.quakersocialaction.org.uk/we-can-help/helping-bereavement/down-earth/how-it-works

Email: downtoearth@qsa.org.uk



Culturally Specific Bereavement Support

Muslim Bereavement Support

Phone: 020 3468 7333

Website: www.mbss.org.uk

Email: info@mbss.org.uk

Jewish Bereavement Counselling Service

Phone: 0208 951 3881

Website: www.jbcs.org.uk

Email: enquiries@jbcs.org.uk

Bereavement Trust Helplines in Other Languages

Urdu & Gujarati Bereavement Helpline: 0800 9177 416

Cantonese & Mandarin Bereavement Helpline: 0800 0304 236

Website: www.bereavement-trust.org.uk



For Advice, Information and Support Around Inquests

Inquest

Inquest is a small charity (independent of the government) providing free advice to people bereaved by a death in state care (such as custody or detention).

Phone: 020 7263 1111 (press option 1)

Website: www.inquest.org.uk

Email: via website's contact form

Coroners Court Support Service

The Coroners' Courts Support Service (CCSS) is an independent voluntary organisation whose trained volunteers offer emotional support and practical help to bereaved families, witnesses and others attending an Inquest at a Coroner's Court.

Phone: 0300 111 2141 (Monday - Friday: 9am - 5pm)

Website: www.coronerscourtsupportservice.org.uk

Email: info@ccsupport.org.uk



Pet Bereavement

Blue Cross for Pets

Telephone and email support provided by trained volunteers, for people in distress due to the death, loss or separation of their pet.

Hours: 8:30am - 8:30pm: 7 days a week

Helpline: 0800 096 6606

Website: www.bluecross.org/pet-bereavement-support

Email: pbssmail@bluecross.org.uk



Disability



Beyond Bereavement

Scope

Provides free, impartial and expert information, advice and support to disabled people and their families.

• Any age • UK Wide

Hours: Monday - Friday: 9am - 5pm

Helpline: 0808 800 3333

Website: www.scope.org.uk

Email: helpline@scope.org.uk

Mencap

Provides advice, information and support to people with learning disabilities and their supporters.

• Any age • UK Wide

Hours: Monday - Friday: 9am - 5:30pm

Helpline: 0808 808 1111

Website: www.mencap.org.uk

Email: helpline@mencap.org.uk



Money and Benefits, Legal Advice & Housing and Homelessness

MONEY AND BENEFITS

Money Advice Service

Offer free and impartial money advice. Topics include: Debt and borrowing, budgeting and managing money, saving and investing, employment rights, in-work benefits, and redundancy, benefits entitlements, insurance, mortgages, care and support for carers. The website has advice and guides to help improve your finances, tools and calculators to help you keep track and plan ahead. Can offer support in person, over the phone and online (see website for details).

• Any age • UK Wide

Hours: Monday - Friday: 8am - 8pm, Saturday: 9am - 1pm

Helpline: 0800 138 7777 - (Freephone from landlines)

Website: www.moneyadvice.org.uk

Webchat: via website

Benefit Answers

Free and confidential service that helps find support for benefits and know what you're entitled to. They can answer questions you may have about benefits based on personal circumstance - questions can be asked through an online form on their website or through text. Go to website to see list of different helplines depending on the situation.

• Any age • UK Wide

Hours: Website only

Website: www.benefitanswers.co.uk

Step Change Debt Charity

Telephone helpline and online counselling for people with debt problems. Provides debt management plans, including repayment schedules and advice on all aspects of money management.

• Ages 16 and over • UK Wide

Hours: Monday to Friday: 8am - 8pm, Saturday: 8am - 4pm

Helpline: 0800 138 1111 - (Freephone from landlines)

Website: www.stepchange.org

Email: via website

Addiction Helper

Free confidential helpline offering addiction treatment advice, including private treatment options for people addicted to alcohol, drug-taking, gambling, eating or sexual habits. Team of fully trained addiction counsellors are available 24 hours a day and offer advice on both NHS and private treatment options. Can also provide information on treatment centres, residential rehabilitation, outpatient programmes, counselling and local support groups.

Addiction Helper works with private rehab and detox clinics in the UK and internationally. All are certified by the Care Quality Commission. Also provide much-needed advice and support for the families of addicts, and information about addictions and mental health issues.

• Any age • UK Wide

Hours: 24 hours a day, 7 days a week

Helpline: 0800 024 1476 / 0203 131 8349

Website: www.addictionhelper.com

SMS: Text "HELP" to 66777



LEGAL ADVICE

Citizens Advice Bureau

Advice and information on a range of issues, including employment, careers, housing rights, legal issues, financial issues and welfare rights. Can also put people in touch with their local Bureau if they want to talk face-to-face. For Scotland use UKAF to find the details of local CAB.

• **Ages 16+** • **Helplines: England and Wales**

Hours: Monday - Friday: 10am - 4pm

Helpline (England): 03444 111 444

Helpline (Wales): 03444 77 20 20

Website: www.adviceguide.org.uk

Webchat: via website

Community Legal Advice

Free and confidential advice service, paid for by Legal Aid. Offers information on a range of issues such as benefits and tax credits, debt, education, housing, employment, and family problems. Callers can text their name to request a call back.

• **Any age** • **England and Wales**

Hours: Monday - Friday: 9am - 8pm, Saturday: 9am - 12.30pm

Helpline: 0345 3454 345

Website: www.gov.uk/civil-legal-advice

HOUSING AND HOMELESSNESS

Citizens Advice Bureau

Advice and information on a range of issues, including employment, careers, housing rights, legal issues, financial issues and welfare rights. Can also put people in touch with their local Bureau if they want to talk face-to-face.

• **Ages 16+** • **Helplines: England and Wales**

Hours: Monday - Friday: 10am - 4pm

Helpline (England): 03444 111 444

Helpline (Wales): 03444 77 20 20

Website: www.adviceguide.org.uk

Webchat: via website

Housing Advice NI

Offers information and advice on a wide range of housing issues such as homelessness, finding accommodation and legal rights.

• **Ages 16+** • **Northern Ireland only**

Hours: Monday - Friday: 9.30am - 4:30pm

Helpline: 028 9024 5640

Website: www.housingadviceni.org

Email: via website

Shelter

Provides advice and information on all issues to do with housing and homelessness. Directory of local services throughout the whole UK available on website. Also provides support for asylum seekers and refugees.

If the situation is urgent, they can call the emergency helpline. An emergency situation is: have nowhere to sleep or might be homeless soon, have somewhere to sleep but nowhere to call home, they are/could be at risk of harm, or if they feel overwhelmed about their housing situation.

• **Ages 16+** • **UK wide**

Hours: Monday to Friday: 8am - 8pm, Saturday to Sunday: 8am - 5pm

Helpline: 0808 800 4444

Emergency Number: 0808 1644 660

Website: www.shelter.org.uk

Shelter Cymru

Shelter Cymru provides services to people in housing need, aimed at addressing both crisis needs and longer underlying issues.

Website gives details for local housing departments across Wales.

• **Ages 16+** • **Wales only**

Hours: Monday - Friday: 9am - 4.30pm

Helpline: 0845 075 5005

Website: www.sheltercymru.org.uk

Email: via website



Self Harm & Suicide & Drugs and Alcohol

SELF-HARM

Self-Injury Support

Formerly Bristol Crisis Service for Women. Offers a helpline, text and email support for women and girls affected by self-harm and self-injury. Offers information on support groups around the country.

• Age varies • Women only • UK Wide

Hours: Helpline: Monday - Thursday: 7pm - 10pm
Text Line: Sunday - Friday: 7pm - 9pm

Helpline: 0808 800 8088 - (Freephone from landlines and most mobiles)

Website: www.selfinjurysupport.org.uk

Email: via website

Text: (for under 25s) 0780 047 2908

Selfharm.co.uk

A website for young people impacted by self-harm, providing a safe space to talk, ask any questions and get information about self-harm. There's an online forum where you can view videos, share thoughts and feelings with other young people who self-harm.

• Age varies • UK Wide • Website only

Website: www.selfharm.co.uk

Email: via website



SUICIDE

Maytree

Telephone support for people in suicidal crisis. Also offer short respite stays in their sanctuary in North London (accept people UK wide if they can travel to London). Offer a place to stay for a few days, in a non-medical environment, with befriending and a chance to address needs for ongoing support after leaving the house. People must be over 18 and not be alcohol or drug dependent.

• Over 18s only • UK wide

Hours: 24 hours, 7 days a week

Helpline: 020 7263 7070

Website: www.maytree.org.uk

Email: maytree@maytree.org.uk

Papyrus

Helpline providing practical advice and information to anyone who is concerned that a young person they know may be at risk of suicide, or a young person who is worried about their own suicidal feelings. Papyrus' trained advisors can help to create safety plans for anyone who is worried about acting on their suicidal thoughts.

• Up to 35 years • UK wide

Hours: Monday - Friday: 10am - 10pm, Saturday - Sunday: 2pm - 10pm,
Bank Holidays: 2pm - 5pm

Helpline: 0800 068 4141 - (Freephone from landlines)

Website: www.papyrus-uk.org

Samaritans

Confidential and anonymous emotional support on any issue. Samaritans have extensive experience of dealing with those who are feeling in distress or despair, including those with suicidal feelings. It is also possible to visit a Samaritans branch to talk to someone face-to-face.

• Any age • UK wide

Hours: 24 hours, 7 days a week

Helpline: 116 123

Website: www.samaritans.org.uk

Email: jo@samaritans.org.uk

Text: 07725 909 090

DRUGS AND ALCOHOL

Al-Anon

Al-Anon and Alateen offer support to those affected by someone else's drinking. Al-Anon Family Groups hold regular meetings where members offer support and understanding to family and friends of alcoholics.

Hours: 10am - 10pm, 7 days a week

Helpline: 0207 403 0888

Website: www.al-anonuk.org.uk

Email: enquiries@al-anonuk.org.uk

Drinkline

Offers advice and information for people with alcohol problems or anyone concerned about alcohol misuse.

Hours (England): Monday - Friday: 9am - 8pm, Saturday to Sunday: 11am - 4pm

DAN 24/7 Wales: 24 hours, 7 days a week

Helpline (England): 0300 123 1110

DAN 24/7 (Wales): 0808 808 2234

Website: www.alcoholconcern.org.uk

Email: via website

Text DAN: 81066

FRANK

Offers information, advice and support for drug users, their supporters and professionals.

Hours: Helpline: 24 hours, 7 days a week

Webchat: 2pm - 6pm, 7 days a week

Helpline: 0300 123 6600

Website: www.talktofrank.com

Email: frank@talktofrank.com

Text: 82111



LGBT Issues

LGBT Foundation

Runs a national helpline and local support, a well-being clinic, pop-in service and counselling service. Helpline offers support on a wide range of issues affecting LGBT community, including information and advice on coming out. They are based in Manchester and have more information on local services in that area but will still offer help signposting to other help nationwide.

• Any age • UK Wide • Face to Face in Manchester

Hours: Helpline: Monday - Friday: 10am - 8pm

Automated System: After 8pm until 10am

Face to Face: 9am - 5pm

Helpline: 0345 330 30 30

Website: lgbt.foundation

Email: helpline@lgbt.foundation

London Friend

Offers information and support around issues such as safer sex, same-sex relationships, coming out, transgender issues and other LGBT issues. Also provides counselling. Social and Support group but based in London only.

• Age varies • UK Wide

Hours: 10am - 10pm, 7 days a week

Helpline: 0330 330 0630

Website: www.londonfriend.org.uk



Emotional Support, Mental Health (including eating disorders)

EATING DISORDERS

B-EAT

Beat provides helplines, online support and a network of UK-wide self-help groups to help adults and young people in the UK beat their eating disorders. They offer support and information to anyone needing help with eating disorders including sufferers, carers and professionals. They offer online support groups that are focused on a specific disorder/situation.

• **Youthline (Under 18)** • **Adult Helpline (Over 18)** • **UK Wide**

Hours: 3pm - 10pm, 7 days a week

Youthline (u18): 0808 801 0711

Adult Helpline: 0808 801 0677

Website: www.beateatingdisorders.org.uk

Email: Youthline: fyp@b-eat.co.uk
Adult: help@b-eat.co.uk

Eating Disorders Support

Support line for anyone with an eating disorder.
If they don't pick up they have an answer machine/call-back policy.

• **Any age** • **UK Wide**

Hours: 24 hours, 7 days a week

Helpline: 01494 793 223

Website: www.eatingdisorderssupport.co.uk

Email: support@eatingdisorderssupport.co.uk

EMOTIONAL SUPPORT

British Association Of Counselling And Psychotherapy

The BACP provides a database for accredited counsellors and psychotherapists. Searches can be made using various specific criteria such as qualifications, specialty, cost and location. Most therapists charge for their services although costs vary.

• **Any age** • **UK Wide**

Hours: Monday - Friday: 9am - 5pm

Helpline: 01455 883 300

Website: www.bacp.co.uk

Email: bacp@bacp.co.uk

Text: 01455 560 606

CALM

CALM stands for Campaign Against Living Miserably. The organisation offers information and emotional support on a range of different issues with a special focus on suicidal feelings. They can also support with signposting to other services. Anonymous and confidential service.

• **Any age** • **Men only** • **UK Wide**

Hours: 5pm - 12am (midnight), 7 days a week

Helpline: UK: 0800 58 58 58

London: 0808 802 58 58

Website: www.thecalmzone.net

Webchat: via their website

Samaritans

Confidential and anonymous emotional support on any issue. Samaritans have extensive experience of dealing with those who are feeling in distress or despair, including those with suicidal feelings. It is also possible to visit a Samaritans branch to talk to someone face-to-face.

• **Any age** • **UK wide**

Hours: 24 hours, 7 days a week

Helpline: 116 123

Website: www.samaritans.org.uk

Email: jo@samaritans.org.uk

Text: 07725 909 090

Plus Guidance

Offer access to online counselling for a variety of issues including, but not limited to: abuse & neglect, addiction, anxiety, bereavement, depression, eating disorders, gender dysphoria, relationships, self-esteem and self-harm. Counselling can be accessed by video call, phone, or IM. The site can also be used to search for local, face to face counsellors. Counsellors charge for their services, but the costs vary.

• Over 18's only • UK Wide

Hours: N/A

Website: www.plusguidance.com

MENTAL HEALTH

Anxiety UK

Helpline for people who experience anxiety disorders, such as panic attacks, phobias, obsessive-compulsive disorders, social anxiety and associated depressions.

• Any age • UK wide

Hours: Monday - Friday: 9.30am - 5.30pm

Helpline: 08444 775 774

Website: www.anxietyuk.org.uk

Email: support@anxietyuk.org.uk

Webchat: via website

Text: 07537 416 905

MIND

Mind info line provides information and support on all aspects of mental illness including where to get help, treatments and advocacy. They are also able to provide details of local support agencies. Legal line provides legal information and general advice on mental health related law covering.

• 18 and over • England and Wales

Hours: Monday - Friday: 9am - 6pm

Helpline: General Advice: 0300 123 3393
Legal Advice: 0300 466 6463

Website: www.mind.org.uk

Email: info@mind.org.uk / legal@mind.org.uk

Text: 86463

Rethink Mental Illness

Provides practical advice and information about mental health, including different types of therapy and medication, financial issues, rights under the mental health act and legal processes. Also provides signposting to local services.

• Any age • UK wide

Hours: Monday - Friday: 10am - 2pm (not including bank holidays)

Helpline: 0300 5000 927

Website: www.rethink.org

Email: via website

Sane

Provides emotional support, practical help and information for people affected by mental illness or emotional problems, including eating disorders. The website also has an interactive forum.

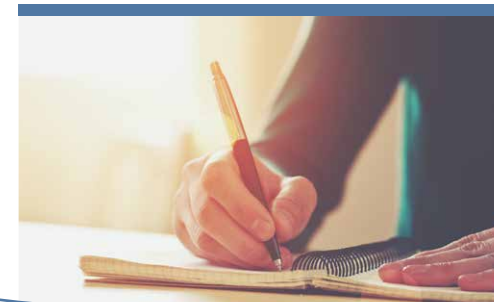
• Any age • UK wide

Hours: 6pm - 11pm, 7 days a week

Helpline: 0300 304 7000

Website: www.sane.org.uk

Email: sanemail@sane.org.uk



Physical Health

NHS 111

Provides non-emergency medical advice from trained health advisors. The caller will have to leave their details and then a health advisor will call them back. Their website also has a 'symptom checker.'

If the caller feels their situation is a medical emergency they should call for an ambulance on 999.

• Any age • UK wide

Hours: 24 hours, 7 days a week

Helpline: 111

Website: England: www.nhs.uk
Scotland: www.nhs24.com

General Practitioner (Doctor)

GPs offer access to further help with any physical or mental health problem. They can prescribe treatments and medicines for physical health conditions themselves and refer on to specialist doctors and healthcare professionals for longer term help with specific problems.

• Any age • UK wide

Hours: Each local GP will have different hours - contact them to find out more

Website: www.nhs.uk
To find a list of local GPs, search on NHS Choices.

Patient Advice & Liaison Service

For concerns over NHS treatment:
All hospitals will have a PALS office.
Contact the hospital for details.



Suggestions to support yourself when you're grieving

Do.....

- Talk to other people about the person who has died, about your memories and your feelings
- Look after yourself. Eat properly and try to get enough rest (even if you can't sleep)
- Give yourself time and permission to grieve
- Seek help and support if you feel you need it
- Tell people what you need

Don't.....

- Isolate yourself
- Keep your emotions bottled up
- Think you are weak for needing help
- Feel guilty if you are struggling to cope
- Turn to drugs or alcohol - the relief will only be temporary

Traumatic Bereavement

A traumatic loss is one that is sudden and unexpected, and often results from horrific or frightening circumstances.

We provide information for those affected by natural disaster, terrorist attack, suicide and other traumatic losses. A traumatic loss can give rise to special problems, and sources of further help are given at the end of each section.

We have a range of resources and information concerning traumatic bereavement that can be accessed by visiting: www.cruse.org.uk/get-help

Grief is a natural process, but it can be devastating. For those who need help, Cruse offers free confidential support for adults and children, and this can be by telephone or email or face-to-face.



Somewhere to turn when someone dies

Cruse Bereavement Care 'Core' Services
www.cruse.org.uk

Freephone National Helpline number: 0808 808 1677

Cruse Bereavement Care Scotland
www.crusescotland.org.uk

National Helpline number: 0845 600 2227*

Relationships, Rape and Sexual Abuse, Forced Marriage, Domestic Violence

RELATIONSHIPS

Relate

Provides emotional and support and counselling for individuals, young people and families with any issues regarding relationships. They can provide counselling over the telephone or by email (charge for this). They can also arrange face to face counselling at local services. They also have a free live chat service for couples counselling and family counselling where you can talk to a trained counsellor.

• Any age • UK wide • Relate charge for some of their services

Hours: Monday – Thursday: 10am – 8pm, Friday: 8am – 6pm, Saturday: 9am – 5pm

Live chat: Opening hours vary see website

Helpline: 0300 100 1234

Website: www.relate.org.uk

Email: enquiries@relate.org.uk

Webchat: via website

Asian Family Counselling Service

Marital and family counselling service for the Asian community. Conciliation service. Family mediation. Counselling for depressed and suicidal Asian women.

• 16+ • UK wide

Hours: Monday – Friday: 9am – 5pm

Helpline: London Office: 020 8813 9714

Birmingham Office: 0121 454 1130

Website: www.asianfamilycounselling.org

Email: afcs@btconnect.com

RAPE AND SEXUAL ABUSE

Rape Crisis (England & Wales)

Provides confidential emotional support and information for female survivors of rape and childhood sexual abuse. Offers one call to professionals and male or female supporters of survivors.

• Women only • Age 14 and over • England & Wales

Hours: 12pm – 2.30pm and 7pm – 9.30pm, 7 days a week

Helpline: 0808 802 9999 (Freephone from landlines and most mobiles)

Website: www.rapecrisis.org.uk

Sexual Assault Referral Centres

Confidential, NHS specialist medical and forensic services for anyone who has been raped or sexually assaulted. They provide medical care, forensic examination, sexual health services, counselling and access to police, if required.

You can search for local SARCs by going onto the website and typing in 'Sexual Assault Centre' in the search box, including the town.

• Females and Males • Any age • UK wide

Hours: 12pm – 2.30pm and 7pm – 9.30pm, 7 days a week

Website: www.nhs.uk/service-search

Survivors UK

Provides information, advice and support via webchat to male survivors of rape and abuse as well as their families and supporters. Provides information about counselling and group therapy sessions.

You can also make self-referrals for counselling or group therapy (call: 0203 598 3898).

• Men only • Any age • UK wide

Hours: Monday – Friday: 10.30am – 9pm, Saturday – Sunday: 10am – 6pm

Website: www.survivorsuk.org

Email: info@survivorsuk.org

Webchat: via website

SMS Chat: via website

Safeline

Safeline offer a range of FREE services:

Emotional support and confidential chat for anyone who has been raped or sexually abused - no matter how long ago. They have a general helpline, as well as dedicated services for men and under 18s. Can offer counselling by phone, IM, or email. They can also offer support for friends and families, as well as information on support groups.

They also have an ISVA team (Independent Sexual Violence Advisors) who can provide independent practical support and assistance to anyone considering reporting sexual violence to the police, or has already done so. They can also act as an advocate when dealing with other agencies.

• Any age • UK Wide • Free from landlines & most mobiles

Hours: Monday, Wednesday, Friday: 10am - 4pm, Tuesday and Thursday: 8am - 8pm, Saturday: 10am - 12pm (noon)

Helpline: General: 0808 800 5008
Men only: 0808 800 5005
Under 18s: 0808 800 5007

Website: www.safeline.org.uk

Email: via website

Webchat: via website

SMS: 07860 027 573 (texts charged at standard rate)



FORCED MARRIAGE

Freedom

UK wide helpline and text line manned by trained professionals to help victims of forced marriage, and to provide early intervention which can lead to early marriage and dishonour based violence.

They offer emotional support, advice and practical help to victims of forced marriage, their families and friends. They also have resources on their website with information around the issue of forced marriages.

• Any age • UK Wide

Hours: 24 hours, 7 days a week

Helpline: 0845 607 0133

Website: www.freedomcharity.org.uk

SMS: Text "4FREEDOM" to 88802

Karma Nirvana

Provides information, advice and emotional and practical support for people who have experienced forced marriage or honour-based abuse.

They offer a listening ear and non-judgemental support for those experiencing issues around forced marriage. Also offers support to sufferers of domestic violence.

The service user can speak to helpline in own language: Bengali, Urdu, Hindi, Arabic, Farsi.

• Any age • UK Wide

Hours: Monday - Friday: 9am - 5pm

Helpline: 0800 5999 247 - (Free from landlines)

Website: www.karmanirvana.org.uk

Email: via website



DOMESTIC VIOLENCE

National Domestic Violence Helpline

Free 24-hour national domestic violence helpline run in partnership with Refuge and Women's Aid. Provides practical and emotional support and outreach services. Can refer women to refuges throughout the UK.

• Women and Children • Any age • UK Wide

Hours: 24 hours, 7 days a week

Helpline: 0808 2000 247

Website: www.nationaldomesticviolencehelpline.org.uk

Email: helpline@womensaid.org.uk

Men's Advice Line

Helpline offering practical advice, information and emotional support to male victims of domestic violence, as well as to concerned friends and family and frontline workers.

• Males • Any age • UK Wide

Hours: Helpline: Monday - Friday: 9am - 5pm

Webchat: Tuesday & Thursday: 10am - 4pm

Helpline: 0808 801 0327

Website: www.mensadviceline.org.uk

Email: info@mensadviceline.org.uk

Webchat: via website

NAPAC

National Association for People Abused in Childhood provides emotional support and information to those affected by childhood abuse. Also supports supporters of survivors.

• Ages 18 and over • UK Wide

Hours: Monday - Thursday: 10am - 9pm, Friday: 10am - 6pm

Helpline: 0808 801 0331 - (Free from most mobiles)

Website: www.napac.org.uk

Email: support@napac.org.uk

Refugees and Asylum Seekers

British Red Cross

Provide a range of practical health and social care services in the UK for vulnerable people in crisis including refugees and people displaced by war and wanting to trace relatives or return home. Offer an International tracing service for families separated by war and message service where communications have broken down. Offer advice on family reunion, and sources of funds for travel expenses for family reunion.

• Any age • UK Wide

Hours: Monday - Friday: 9.30am - 5:30pm

Helpline: 0844 871 1111

Website: www.redcross.org.uk

Embrace UK Community Support Centre

Offer advice, information and guidance for disadvantaged groups including migrants, refugees and asylum seekers. Subjects covered include education and training, housing, welfare benefits, money and debt, business advice, health and sexual health, mental health, physical exercise, and youth activities.

• Any age • UK Wide

Hours: Monday - Friday: 9.30am - 5:30pm

Helpline: 0808 168 0155

Website: www.embraceuk.org

Email: post@embraceuk.org



Parents and Carers

Family Lives

Free and confidential helpline offering information, advice, guidance and support on any aspect of parenting and family life, including bullying.

• **Parents and Carers only** • **UK Wide**

Hours: Monday - Friday: 9am - 9pm, Saturday - Sunday: 10am - 3pm

Helpline: 0808 800 2222 - (Freephone from landlines and most mobiles)

Website: www.familylives.org.uk

Email: via website

Webchat: via website

Lone Parent Helpline

The Lone Parent helpline is an umbrella organisation that runs separate helplines for England and Wales and Scotland. The helplines provide support for single parents. It offers confidential information and advice on a wide range of issues, including child maintenance and contact, employment, money and benefits, education and training and housing.

• **Parents and Carers only** • **England, Wales and Scotland**

Hours: Gingerbread: Monday: 10am - 6pm, Tuesday, Thursday, Friday: 10am - 4pm, Wednesday: 10am - 1pm and 5pm - 7pm

One Parent Families: Monday - Friday: 9.30am - 4.30pm

Helpline: Gingerbread / England & Wales: 0808 802 0925

One Parent Families / Scotland: 0808 801 0323
(Freephone from landlines and most mobiles)

Website: England & Wales: www.gingerbread.org.uk

Scotland: www.opfs.org.uk

NSPCC

Free 24-hour helpline offering advice to anyone concerned about the safety of a child or young person. Gives advice regarding child welfare and offers a place to report for those with serious concerns about a child's welfare.

Callers can be anonymous if they don't give details, NSPCC will intervene if they feel a young person is in danger and have their details.

• **All ages** • **UK Wide** • **FREEPHONE**

Hours: 24 hours, 7 days a week

Helpline: 0808 800 5000 - (Freephone from landlines and most mobiles)

Website: www.nspcc.org.uk

Email: help@nspcc.org.uk

Text: 88858

Young Minds

Provides expert knowledge to professionals, parents and young people through the Parents' Helpline, online resources, training and development, outreach work and publications.

• **Parents and Carers only** • **UK Wide**

Hours: Monday - Friday: 9.30am - 4pm

Helpline: 0808 802 5544 - (Freephone from landlines and most mobiles)

Website: www.youngminds.org.uk

Email: ymentquiries@youngminds.org.uk





Somewhere to turn when someone dies

Cruse Bereavement Care is the leading national charity for bereaved people in England, Wales and Northern Ireland.

Our mission is to offer support, advice and information to children, young people and adults when someone dies and work to enhance society's care of bereaved people.

Cruse offers face-to-face, group, telephone, email and website support. We have a Freephone National Helpline and local services throughout England, Wales and Northern Ireland, and a website specifically for children and young people.

Our services are provided by trained volunteers and are confidential and free. Cruse provides training and consultancy for external organisations and for those who may come into contact with bereaved people in the course of their work.

For more information, please email:
training@cruse.org.uk

For more information:

www.cruse.org.uk

Freephone National Helpline number: **0808 808 1677**

www.crusescotland.org.uk

National Helpline number: **0845 600 2227**

(calls cost 5p per minute plus you phone company's access charge)

www.hopeagain.org.uk

f Find us on Facebook:
Cruse Bereavement Care

t Follow us on Twitter:
[@crusecare](https://twitter.com/crusecare)

Cruse Bereavement Care, Registered charity: 208078.

Cruse Bereavement Care Scotland, Registered charity: SC031600