

Bereavement services – Nationally available services accessible in the Lancashire and South Cumbria area

Service name & contact details	Access criteria/catchment area and method of referral	Adult Bereavement component levels offered: C1/C2/C3	Child Bereavement component levels offered: C1/C2/C3	Type of bereavement support offered	Days and times available	Referral response time (weeks)	Waiting list times (weeks)
Alder Centre Alder Hey Children’s Charity Eaton Road Liverpool, L12 2AP. Telephone: 0151 252 5391 Website: www.alderhey.org.uk Email: alder.centre@alderhey.nhs.uk	Self, family member or professional referral via telephone or website Available to anyone who is affected by the death a child Bereavement support available Monday to Friday 9am-5pm.			One-to-one counselling and psychotherapy for adults.		Within 72 hours	4 weeks
				One-to-one counselling and psychotherapy for children.			
				Provides group therapy to individual families.			
				Practical advice and guidance available 24 hours a day.			
				National Child Death Helpline.			
				Uses only BACP registered counsellors and psychotherapists.			
				Provides clinical supervision to practitioners.			
Amparo Listening Ear (Merseyside) St Nicholas Centre 70 Church Road Halewood Liverpool, L26 6LB. Telephone: 0151 488 6648 Email: amparo.service@listening-ear.co.uk Website: www.listening-ear.co.uk/amparo/	Anyone affected by suicide and living in the following areas can access Amparo: Merseyside and Cheshire; Lancashire; South Yorkshire and Suffolk Self, family member or professional referral via telephone or website. Counselling available to those who live in Knowsley. Offers children’s group counselling to those outside of Knowsley.			AMPARO offers emotional and practical support for those affected by a suspected suicide.		24 hours	24 hours (Up to 6 weeks for counselling)
				Signposts to counselling services where required.			
				Counselling for people 11 years or older in the Metropolitan Borough of Knowsley.			
				Counselling for children and young people Bereavement/Loss, Family Breakdown or Domestic Abuse if you live in the St Helens areas.			
AtALoss AtaLoss.org PO Box 824 Chichester, PO19 9WW. Email: office@ataloss.org Website: www.ataloss.org	Anyone affected by bereavement or who is supporting a bereaved person Referrals accepted via website			Provides signposting for the bereaved adults and children to counselling and support services.		Within 24 hours	No waiting list
				Offers a web chat service via their website with a trained counsellor Monday-Friday 9am-9pm.			
				Offers training groups and individuals in bereavement care to mobilise local support.			
				Provides literature and advice.			

Bliss Fourth Floor Maya House 134-138 Borough High Street London, SE1 1LB. Telephone: 020 7378 1122 Helpline: 0500 618 140 Website: www.bliss.org.uk Email: hello@bliss.org.uk Opening times: Monday – Friday 10:00 am - 04:00 pm Monday – Wednesday 07:00 pm - 09:00 pm	Any family member who has experienced a premature or ill baby, including the death of a baby. Self, family member or professional referral via telephone or website			Offers emotional and practical support to empower families and equip them with the knowledge and skills they need to provide the best possible care to their baby, for however long they live and for however long their stay in neonatal care.		24 hours	24 hours
				Provide information about caring for premature and full term sick babies at every stage of their hospital journey, and after they have gone home.			
				Provide face-to-face and email support, meaning families have access to practical information and a listening ear when they need it the most.			
				Families can also share experiences through the Bliss message board.			
Brake PO Box 548, Huddersfield, HD1 2XZ. Telephone: 01484 559909 Helpline: 0808 8000 401 (10am to 4pm Monday to Friday) Email: help@brake.org.uk Website: www.brake.org.uk	Anyone affected by bereavement via a road crash or who is supporting said bereaved person via telephone or email.			Provides support, advice via an allocated ‘caseworker’ to those affected or bereaved by a road crash.		Within 24 hours	No waiting list
				Provides signposting for bereaved adults and children to counselling and support services.			
				Offers training groups and individuals in bereavement care to mobilise local support.			
				Provides literature and advice.			
Cardiac Risk in the Young (CRY) Unit 1140B, The Axis Centre, Cleeve Road, Leatherhead, Surrey, KT22 7RD. Telephone: 01737 363222 Email: cry@c-r-y.org.uk Website: www.c-r-y.org.uk	Referrals can be made via website, fax or telephone. Self-referrals, family member or GP referrals accepted.			CRY has a network of 'Bereavement Supporters' who have themselves been affected by a young sudden cardiac death. They have completed a two-year British Association of Counselling (BAC) accredited course.		Within 24 hours	No waiting list
				Adult one-to-one counselling in person or via telephone. (Time limited to 8 sessions)			
				Online support via Facebook groups, where people (18+) can connect and share experiences.			
				Provides signposting for bereaved adults and children to counselling and support services where required.Provides literature and advice.			

Child Bereavement UK – Runcorn 2nd floor Ashley House, Ashley Way West, Widnes, WA8 7RD. Telephone: 01928 577 164 Telephone: 0800 02 888 40 Monday – Friday 09:00 am – 05:00 pm E-mail: cheshiresupport@childbereavementuk.org Website: www.childbereavementuk.org	Provides national support. Local service provides support for families in Cheshire. Available for parents whose baby or child of any age has died and parents whose baby or child of any age is approaching the end of their life or child of any age has died and parents whose baby or child of any age is approaching the end of their life. Any child or young person 0-25 who is affected by pre or post-bereavement. Referrals can be made via website, fax or telephone. Self-referrals, family member, professional or GP referrals accepted.			Advisory support and information for children up to 25 years and their families.		Within 48 hours	Adult counselling: 4 weeks. Children and young people counselling: 6 weeks
				Adult counselling for parents whose baby or child of any age has died and parents whose baby or child of any age is approaching the end of their life.			
				Bereavement groups for bereaved parents via video platform.			
				Children and young people counselling service (No prescribed limit to sessions)			
				Bereavement groups for bereaved young people aged 11-25 via video platform.			
				Family groups can be seen together.			
				Support for parents in relation to supporting their children through bereavement.			
				Loaning resources to help families who are bereaved.			
				Advisory support for professionals when a baby or child of any age dies or a child is bereaved.			
				Literature and advisory support.			
Child Funeral Charity Unit 1, The Shield Office Centre 186a Station Road Burton Latimer Kettering, NN15 5NT. Telephone: 01480 276 088 Email: enquiries@childfuneralcharity.org.uk Website: www.childfuneralcharity.org.uk	'CFC' take referrals and applications via online application for financial support from professionals who have knowledge of the bereaved family and their circumstances.			Child Funeral Charity (CFC) assists families financially in England and Wales who have to arrange a funeral for a baby or child aged 16 or under.		Within 72 hours	Varies dependent on needs
				Offers practical advice and guidance.			
				Literature and advisory support.			
				Signposts to counselling services.			

The Child Death Helpline Alder Hey Children’s NHS Foundation Trust Eaton Road Liverpool, L12 2AP. Freephone Number: 0800 282 986 Freephone Mobiles: 0808 800 6019 An interpreting service is available Website: www.childdeathhelpline.org.uk	The Helpline offers emotional support to anyone affected by the death of a child of any age (pre-birth to adult), irrespective of when the death occurred. Self-referral is required.			The Helpline offers emotional support to anyone affected by the death of a child of any age (pre-birth to adult), irrespective of when the death occurred.		No waiting time	No waiting time
				All calls are answered by bereaved parents, trained and supported by NHS staff.			
				Monday, Thursday, Friday 10:00 am – 01:00 pm Tuesday and Wednesday 10.00 am – 16:00 pm and every evening 07:00 pm – 10:00 pm.			
The Compassionate Friends Kilburn Grange, Priory Park Road London, NW6 7UJ. Telephone: 0345 120 3785 (9.30 – 4.30 Mon to Fri) Email: info@tcf.org.uk Website: www.tcf.org.uk	Any adult or bereaved family member that is affected by the death of a child. Referrals can be made via website or telephone. Self-referrals, family member or GP referrals accepted.			The Compassionate Friends (TCF) is a charitable organisation that provides support and care of other similarly bereaved family members who have suffered the death of a child from any cause.		No waiting time.	No waiting time.
				Provides one-to-one telephone support.			
				Volunteers are all trained and are also bereaved parents.			
				Online webchat			
				Various periodic online event groups for different types of bereavements.			
				A grief companion can provide one-to-one contact for up to a year for parents who are in their first or second year of bereavement.			
Cruse Bereavement Care - Hope Again Free phone helpline to talk to someone directly: Telephone: 0808 808 1677 Available Monday – Friday 09:30 – 17:00. Website: www.hopeagain.org.uk E-mail: hopeagain@cruse.org.uk	Anyone under 18 years of age affected by bereavement. Referrals can be made via website or telephone. Self-referrals, family member or GP referrals accepted.			Hope Again is the youth website Cruse Bereavement Care which offers “a safe place where young people can share their stories”.		No waiting time.	No waiting time.
				Children and young people support service provided by a trained volunteer. (Time limited to 8 sessions)			

DrugFam Oakley Hall 8 Castle Street High Wycombe, HP13 6RF. Telephone: 0300 8883853 9am-9pm, 7 days a week. Email: office@drugfam.co.uk Website: www.drugfam.co.uk	Anyone affected by bereavement caused by addiction or who is supporting said bereaved person. Referrals can be made via website or telephone. Self-referrals, family member or GP referrals accepted.			Support provided for those affected by bereaved caused by addiction.		No waiting time.	No waiting time.
				Provides a telephone helpline with a trained counsellor for adults. Support is also offered via video.			
				Quarterly support groups in High Wycombe.			
				Provides email counselling support.			
				Provides signposting for bereaved adults and children to counselling and support services.			
				Provides literature and advice.			
GriefChat GriefChat Ltd, Office 1, Dalton Hall Business Centre, Dalton Lane, Burton in Kendal, Cumbria, LA6 1NJ. Telephone: 01524 889823 Email: info@griefchat.co.uk Website: www.griefchat.co.uk	Anyone affected by bereavement or who is supporting a bereaved person. Referrals can be made via website or telephone. Self-referrals, family member or GP referrals accepted.			Offers a web chat service via their website with a trained bereavement counsellor Monday-Friday 9am-9pm.		Within 24 hours	No waiting list
				Provides signposting for bereaved adults and children to counselling and support services.			
				Provides literature and advice.			
Grief Encounter London Therapy Centre: Crystal House Daws Lane London, NW7 4ST. Telephone: 020 8371 8455 Bristol Therapy Centre: Grief Encounter South West 27 Lilymead Avenue Knowle Bristol, BS4 2BY. Telephone: 0117 985 3343. Telephone: 0808 802 0111 Email: grieftalk@griefencounter.org.uk Website: www.griefencounter.org.uk	Anyone affected by bereavement or who is supporting a bereaved person.			Provides a telephone helpline with a trained counsellor for adults and children.		Within 24 hours	No waiting list
				Provides email counselling support.			
				Offers a web chat service via their website with a trained bereavement counsellor-Monday-Friday 9am-9pm.			
				Provides signposting for bereaved adults and children to counselling and support services.			
				Provides literature and advice.			

Hope Support Services Overross House, Ross Park Ross-On-Wye Herefordshire, HR9 7US. Telephone: 01989 566317 Email: help@hopesupport.org.uk Website: www.hopesupport.org.uk	Anyone aged 11-25 years with a family member is diagnosed with a life-threatening illness. Referrals can be made via website, or telephone. Self-referrals, family member or professional referrals accepted.			Provides support to young people when a family member is diagnosed with a life-threatening illness.		Within 48 hours	No waiting time
				Children and young people counselling service aged 11-25 years.			
				Provides a facilitated online support group.			
				Provides signposting for bereaved adults and children to counselling and support services.			
				Provides literature and advice.			
The Lullaby Trust CAN Mezzanine, 7-14 Great Dover Street, London, SE1 4YR. Bereavement support Telephone: 0808 802 6868 Information & advice: Telephone: 0808 802 6869 Website: www.lullabytrust.org.uk/	Anyone affected by the loss of a baby or young child. Referrals can be made via website, fax or telephone. Self-referrals, family member or GP referrals accepted.			Provides a one-to-one telephone support 'helpline' for adults from trained listeners.		Within 48 hours	No waiting time
				The helpline is open: Monday - Friday: 10am-5pm Weekends and public holidays: 6pm–10pm.			
				An online support group, hosted by Facebook.			
				Webchat available on Tuesdays and Thursdays from 10am-12pm.			
				Provides specialist "Care of next child" support for parents who have experienced a sudden and unexpected death of a child.			
				Provides literature, advice and information.			
The Miscarriage Association 17 Wentworth Terrace Wakefield, WF1 3QW Telephone: 01924 200799 Open Monday-Friday: 09.00-16.00 Telephone Helpline is available between 9am and 9pm seven days a week Email: info@miscarriageassociation.org.uk Website: www.miscarriageassociation.org.uk	Anyone affected by the loss of a baby. Referrals can be made via website or telephone. Self-referrals or family member referrals accepted.			Provides literature, advice and information.		No waiting time	No waiting time
				Provides a telephone helpline with a trained counsellor for adults.			
				Provides email counselling support.			
				Offers a web chat service via their website with a trained professional.			
				Signposting to other support organisations if counselling is required.			

National Bereavement Partnership COVID Hub Email: helpline@nationalbereavementpartnership.org General enquiries: info@nationalbereavementpartnership.org Telephone: 0800 448 0800 Telephone: 07860 022 814 Open 7 days week-07:00 – 22:00	Anyone experiencing mental health issues as a direct or indirect result of the COVID-19 pandemic.			The National Bereavement Partnership provides a support helpline, counselling referral and befriending service for all those suffering from anxiety, grief or mental health issues as a direct or indirect result of the COVID-19 pandemic.		No waiting time (voicemail option available if out of hours for return calls)	No waiting time
				The helpline is open 7am - 10pm, seven days a week, to listen to those in need, support them in dealing with their bereavement or offer guidance in dealing with issues.			
				Offers text support, webchat and email support.			
				Provides literature, advice and information.			
				Signposting to other support organisations if counselling is required.			
Sands Victoria Charity Centre 11 Belgrave Road London, SW1V 1RB. Telephone: 0808 808 2008 Email: helpline@sands.org.uk Website: www.sands.org.uk/support-you/how-we-offer-support	Anyone affected by the loss of a baby or young child. Referrals can be made via website, fax or telephone. Self-referrals, family member or GP referrals accepted.			Sands provides bereavement support services both nationally through its Freephone helpline, mobile app, online community and resources, and locally through a UK-wide network of around 100 regional support groups.		No waiting time	No waiting time
				Specially trained adult bereavement counselling available by clicking on the 'Grief Chat' box on their website.			
				Literature, advice and information			
				Signposts to counselling services if further support is required.			
				Offers a range of training programmes and bereavement care resources.			

Saying Goodbye C/O CCEM PO Box 12285 Tamworth, B77 9AG. Telephone: 0845 293 8027 Email: support@sayinggoodbye.org Website: www.sayinggoodbye.org	Anyone affected by the loss of a baby or young child. Referrals can be made via website or telephone. Self-referrals or family member referrals accepted.			Provides adult telephone befriending through trained volunteers who have been though baby loss, whether that be miscarriage, stillbirth, neonatal loss or a loss in early years.		No waiting time	No waiting time
				Provides social media support forums.			
				Provides remembrance services.			
				Provides literature, advice and information.			
				Signposting to other support organisations if counselling is required.			
Sue Ryder 183 Eversholt Street, London, NW1 1BU. Telephone: 0808 164 4572 Email: via website. Website: www.sueryder.org	Pre and post bereavement services are available to any adult, who is bereaved or who is affected by the life-limiting of a family member. Self, family member or professional referral via website			Adult one-to-one counselling via video for people who are bereaved or affected by the life-limiting of a family member. (Time limited to 6 sessions)		No waiting time	No waiting time
				Provides an online supportive community.			
				Provides literature, advice and information.			
				Signposting to other support organisations if children or additional counselling is required.			
Survivors of Bereavement by Suicide (SOBS) The National Office The Flamsteed Centre Albert Street Ilkeston, DE7 5GU. National Helpline: 0300 111 5065 09:00 am - 09:00 pm daily Office Telephone: 0115 944 1117 Email: sobs.admin@care4free.net Website: www.uk-sobs.org.uk	Self, family member or professional referral via telephone or website. Any adult affected by bereavement by suicide.			SOBs provide a safe, confidential environment, in which survivors of suicide families / carers can share their experiences and feelings, thus giving and gaining support from each other.		Within 1 week	4 weeks
				Telephone 'helpline' offering adults advice and support from 9am-9pm, 7 days a week.			
				Email Support Service for adults who prefer to share their experiences and feelings through writing rather than talking; via email.support@uksobs.org			
				Extensive guides and literature available on website.			
				Extensive monthly adult bereavement support group meetings in all localities			

Together for Short Lives New Bond House, Bond Street, Bristol, BS2 9AG National Helpline: 0808 808 8100 Monday – Friday: 10.00 am – 16.00 pm. Office Telephone: 0117 989 7820 Monday – Friday 09:00 am – 17:00 pm. Email: info@togetherforshortlives.org.uk Website: www.togetherforshortlives.org.uk	Provides support, guidance and advice for families affected by a child with a life limiting illness or who has died. Provides support, guidance and advice for families affected by a child with a life limiting illness or who has died. Self-referrals or family member referrals accepted via website or telephone.			Provides support, guidance and advice for families affected by a child with a life limiting illness or who has died.		No waiting time	1 week
				The service uses male and female volunteers trained in active listening and basic listening skills.			
				Provides an online Facebook support forum/group for adults called 'Together for Short Lives Family Group' which is a supportive community that allows families caring for a seriously ill child to connect, share and support one another.			
				Signposting to other support organisations if counselling is required.			
Twins Trust Manor House, Church Hill, Aldershot Hants, GU12 4JU. Telephone: 01252 332 344 Support Email: bereavementsupport@twinstrust.org Twinline: 0800 138 0509 is offered between 10am and 1pm and again at 7pm until 10pm, Monday to Friday. Email: enquiries@twinstrust.org Website: www.twinstrust.org	Support all parents and carers of twins, triplets or more who have died whether it was during pregnancy or after pregnancy. Self-referrals or family member referrals accepted via website or telephone.			Offers peer-to-peer befriending support for those who have experienced death of a twin or more. The support can be accessed at any point and all befrienders are parents or grandparents who have lost babies or children that are twins, triplets or more.		No waiting time	1 week
				Online support via Facebook groups, where people (18+) can connect and share experiences.			
				Provides signposting for bereaved adults and children to counselling and support services where required.			
				Provides literature and advice.			
Widowed and Young (WAY) Suite 14, College Business Centre, Uttoxeter New Road, DE22 3WZ. Telephone: 07375 918599 Email: Through website Website: www.widowedandyoung.org.uk	Self-referral or family member via online 'contact' us section of website.			WAY provides emotional support for people aged 50 or under when their partner died via a peer-to-peer support group operating with a network of volunteers who have been bereaved at a young age themselves.		No waiting time	Within 1 day
				Provides signposting for bereaved adults and children to counselling and support services where required.			
				Provides literature and advice.			

Winston's Wish Head Office / Child bereavement UK (Merged) 3rd Floor Cheltenham House Clarence Street, Cheltenham, GL50 3JR. General Enquiries: 01242 515 157 National Helpline: 08088 020 021. between 9.00am and 5.00pm, Monday to Friday. Email: ask@winstonswish.org.uk Website: www. winstonswish.org.uk	Self-referral or family member via telephone or 'ask us' online chat.			Provides extensive guidance, information and leaflets on child bereavement for children, families and professionals.		No waiting time	Within 1 day
				Provides guidance and advisory support on funerals, bereavement, and financial support.			
				Provides support and training for schools concerning bereavement.			
				National Helpline offers advice, guidance and support following a bereavement.			
				Provides bereavement support for parents, carers and professionals who are looking for childhood bereavement advice and support.			
				Online chat offers support to talk about your grief when you do feel like you need help via online chat page; online chat is open Tuesdays 1-5pm and Fridays 9.30am-1pm.			
				Offers a 24/7 crisis service: Winston's Wish Crisis Messenger: Text WW to 85258.			