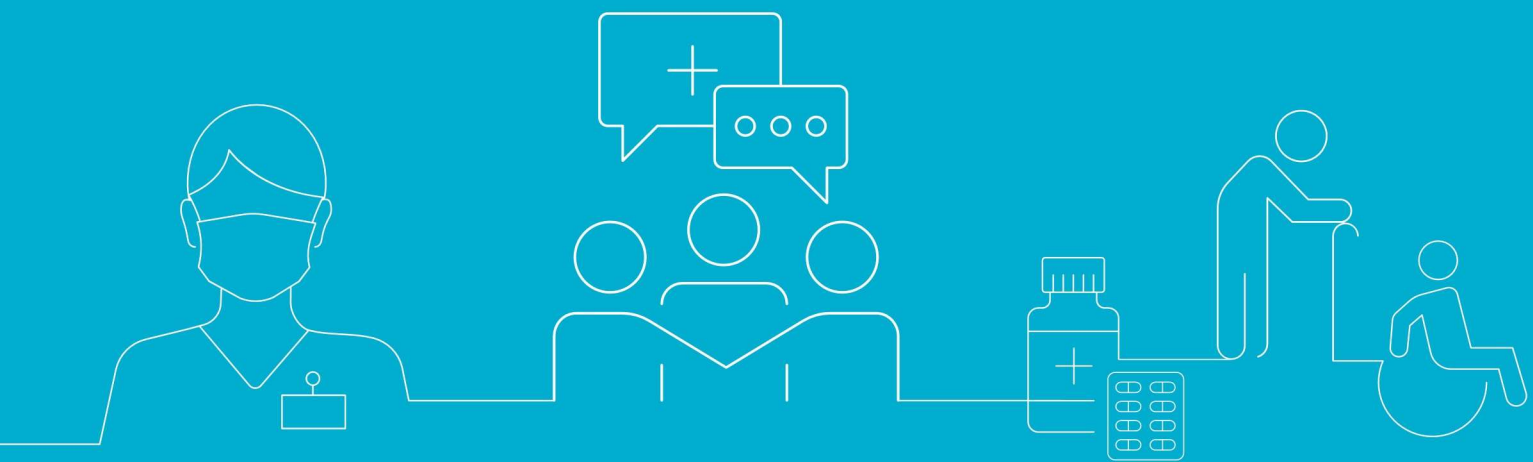




BEREAVEMENT SERVICES & SUPPORT

FOR ST HELENS RESIDENTS THAT ARE EXPERIENCING BEREAVEMENT OR LOSS



 #STHELENSTOGETHER

Cheshire and Merseyside



ST HELENS
BOROUGH COUNCIL



Introduction

This booklet has been created to help anyone in St Helens experiencing bereavement or loss to find the services they need. We are extremely sorry for your loss and appreciate this will be an incredibly difficult time. The death of a loved one can be among the most difficult moments that any of us will face in our lives, and it often falls on those closest to the deceased and grieving the most to organise the funeral. This document includes:

- How to register a death
- How to arrange a funeral
- How to deal with financial arrangements
- How to find a bereavement counsellor
- Local and national support and contact details

Step-by-step guidance can also be found on the Government's website at:

<https://www.gov.uk/when-someone-dies>

Please also be aware of the **Tell Us Once** service. The service lets you report a death to most government organisations in one go. Please head to <https://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once>

Registering a death

- Please phone: **01744 676789** to make an appointment.
- If the death occurred in a hospital, please contact the Hospital Bereavement Office to discuss the local procedure.
- GP surgeries or the local hospice will send any paperwork to the registry office electronically and include the details of the next of kin. Do not collect the paperwork from the GP surgery.

- Please await contact from the Register Office you do not need to make an appointment the registrar will ring the next of kin.
- When a registrar contacts the next of kin to make an appointment register a death, they will be able to purchase as many certificates as necessary by card during the appointment, which will enable access to funeral funds. It is encouraged that several certificates are purchased during this time, please speak with registration services for more advice.
- Please be mindful of this helpful link when notifying companies following a death [Life Ledger is a free, easy-to-use death notification service](#)

Arranging the funeral

Funeral Directors can be found through the following organisations:

- The National Association of Funeral Directors – **0121 711 1343** – <https://www.nafd.org.uk/>
- The National Society of Allied and Independent Funeral Directors – **0345 230 6777** – <https://saif.org.uk/>
- The Council negotiated a partnership Funeral Service with some local funeral directors, visit the following link for more information: <https://www.sthelens.gov.uk/Partnership-Funeral-Service> or contact the Bereavement Services Team by calling: **01744 677406/677405**
- If you are organising a self-arranged funeral, the Council's Bereavement Service Team can be contacted by calling: **01744 677406/677405** or emailing: sthelenscrematorium@sthelens.gov.uk
- If you have a nominated funeral director who is collecting your loved one, they will contact you to arrange the funeral.
- In the event of a loved one or friend dying, you will need to inform a number of different organisations. This can be done through the Tell Us Once Service (<https://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once>). To use this service, please call the Council on **01744 676789**. Alternately you can call The Department for Work and Pensions on **0800 085 7308**.

Dealing with finances

- The Money Helper Service provides free and impartial advice on all aspects of finance, including what to do during a bereavement. They can be contacted through their website: <https://www.moneyhelper.org.uk/en/family-and-care/death-and-bereavement> or by telephone on **0800 138 7777**.
- Every circumstance is different, so please take time to review whether you are eligible for the financial support available to assist with funeral expenses. Find out more at the following link: <https://www.gov.uk/funeral-payments>
- You may be able to receive a Bereavement Support Payment if your husband, wife or civil partner has died. Find out more at the following link: <https://www.gov.uk/bereavement-support-payment>
- If you're bringing up a child whose parents have died, you may be eligible for Guardian's Allowance. You may also be eligible if there's one surviving parent. For more information please visit: <https://www.gov.uk/guardians-allowance>

Counselling and bereavement support

We understand that losing a loved one, friend or work colleague can feel overwhelming, especially if the death was untimely and unexpected. There are a number of organisations that can support you and your family during this distressing time, including:

- For NHS information and support on bereavement visit: <https://www.nhs.uk/mental-health/feelings-symptoms-behaviours/feelings-and-symptoms/grief-bereavement-loss/>
- The Good Grief Trust – www.thegoodgrieftrust.org
- Cruse Bereavement Care: <https://www.cruse.org.uk>
- AtaLoss provides signposting and services across the UK: <https://www.ataloss.org/>
- The Compassionate Friends offer support to families after the death of a child of any age and from any cause: <https://www.tcf.org.uk/> Alternatively, call: **0345 123 2304**
- Childhood Bereavement Network: <https://childhoodbereavementnetwork.org.uk/> has information and links to national and local support organisations
- Age UK – Befriending Service. Wellbeing calls to the over 70s: **0300 003 1992** (locally: enquiries@aukmm.org.uk – telephone: **01744 752644**)
- CALM – for young men: <https://www.thecalmzone.net/> - **0800 585858** webchat available
- Samaritans – Mental Health Support – 116 123
- St Helens Council Mental Health and Wellbeing Support: <https://www.sthelens.gov.uk/article/1692/Find-mental-health-support>

Local counselling phone numbers

- Talking Therapies St Helens – telephone assessment: **01744 415 650** – signposting to Silvercloud
- St Joseph’s Warrington – telephone counselling: **01925 635448**
- About You UK – St Helens telephone counselling: **01744 679001** £15.00 donation per session
- St Helens MIND – admin@sthelensmind.org.uk – **01744 385137** – befriending support
- Caring Connections: **0151 289 2761**
- Other Christian denominations – St Helens Christian Life Centre: **01744 617 148**
- Roman Catholic – Fr Michael Harwood: St Thomas of Canterbury Presbytery, Green Lane St Helens WA10 6SE. Tel: **01744 751990**. Email: stmaryandthomas@rcaolp.co.uk

Faith groups

If your loved one is being prepared for their funeral by a community faith group, they will be able to advise you what to do.

Ministers are happy to provide the customary pastoral care to the bereaved, and to preside at funeral services in places of worship or the crematorium or at the graveside. Arrangements are in place to conduct funeral rituals as quickly as possible where there are specific religious obligations.

- **Anglican** – Rev Rachel Shuttleworth: St Helens Parish Church: 01744 22909 (Mon to Wed) or email at info@sthelensparishchurch.org
- **Roman Catholic** – Fr Michael Harwood: St Thomas of Canterbury Presbytery, Green Lane St Helens WA10 6SE Tel: 01744 751990 E-mail: stmaryandthomas@rcaolp.co.uk
- **Other Christian denominations** – St Helens Christian Life Centre: 01744 617 148

- **Islam** – Iman Trust: 07856 039289 – mymnsthelens@gmail.com
- **Church of Latter-Day Saints (Mormon)** – The Church of Jesus Christ of Latter-Day Saints: 07812 274501
- **Jehovah's Witness** – Kingdom Hall of Jehovah's Witnesses: 01744 851881
- **Judaism** – info@mjccshifrin.co.uk: 0151 733 2292



Further local and national support

The organisations listed here all provide services that can help you. As well as local and national organisations, there are also a number of online counselling directories that will help you to find a bereavement counsellor.

Please also be aware of the 24/7 helpline via Mersey Care Crisis Line (for all ages):

0800 051 1508 FREEPHONE

Additionally, Mersey Care have a dedicated children and adolescent crisis response team for anyone up to the age of 18. They are available 24/7 on **01744 415 640 FREEPHONE**

Service	For whom	Support provided	Contact details
Child Bereavement UK	Adults, children and young people	<p>They provide 1 to 1 support for adults who are bereaved of a child of any age.</p> <p>They provide 1 to 1 support for children and young people under the age of 25 who have had anyone important to them die.</p> <p>“Group for Young People” meets once a month and is for young people aged 11-25 who have had anyone important to them die. It is an open group that is ongoing.</p>	<p>Website: https://www.childbereavementuk.org/</p> <p>Tel: 01928 577164</p> <p>National Helpline: 0800 02 888 40</p>
Willowbrook Hospice Bereavement Service	Adults who have lost a loved one cared for by Willowbrook	The Hospice can provide support to anyone who is grieving the loss of someone who has been cared for by Willowbrook.	<p>Tel: 0151 430 8736</p> <p>Email: bereavement@willowbrookhospice.org.uk</p>
Lilac Centre St Helens Hospital	Adults and families who have relatives receiving cancer care	Offer complimentary therapies, counselling, advice and support to people with cancer and their families.	Tel: 01744 646173 / 0151 426 1600 (general hospital number)
Whiston Hospital Maternity Ward (and gynae ward if loss is pre 13 weeks)	Parents who have lost a child in hospital	Advice and support provided and reassurances when patient is having another pregnancy. Signpost on to Alder Centre, Listening Ear and Miscarriage Association.	<p>Whiston Hospital Bereavement Midwife: Julie Sanderson</p> <p>Matron: Jacqui Kourellias</p> <p>Urgent enquiries: 0151 426 1600</p> <p>Email: bereavement.midwives@sthk.nhs.uk</p>

Whiston and St Helens Hospital Bereavement and Advice Service	People who have been bereaved in the hospital setting	Provides practical advice around obtaining death certificates, arranging funerals and signposts to other services.	Tel: 0151 430 1336 or 0151 430 1412 (excluding bank holidays and weekends) between the hours of 9:00am and 5:00pm
Whiston Hospital Specialist End of Life and Palliative Care Teams	Support for people who are at end of life and those who are palliative and their carers/families	The service offers an advisory and supportive service for patients, families and staff.	Tel: 0151 290 4266

Service	For whom	Support provided	Contact details
Cruse Bereavement Care	Adults	The Cruse Bereavement Care freephone national helpline is staffed by trained bereavement volunteers, who offer emotional support to anyone affected by bereavement.	Tel: 0808 808 1677 https://www.cruse.org.uk/
SOBS (Survivors of Bereavement by Suicide)	Adults and children	Survivors of Bereavement by Suicide (SOBS) is a self-help group for those who have been bereaved by suicide.	Tel: 0300 111 5065 Website: https://uksobs.org/support-groups/st-helens/ Email: sthelens@uksobs.org
Caring Connections	Adults	Counselling Service including the Barbara Bettel Foundation that supports people through complex bereavement	Website: https://www.caringconnections.org.uk/ Tel: 0151 289 2761
Listening Ear Butterflies	Provides support for children and young people aged 6-16 who are experiencing bereavement and loss	Group counselling for bereavement and loss including divorce and family separation. Limited capacity for 1-1 sessions and these are mainly provided to Knowsley residents and to children with additional complex needs. However, they do accept referrals from other neighbouring authorities. Group sessions are provided.	Website: https://listening-ear.co.uk/butterflies/ Email: enquiries@listening-ear.co.uk Tel: 0151 488 6648

Service	For whom	Support provided	Contact details
Listening Ear (Merseyside)	Adults and children	Trained listeners and counsellors provide support and a self-help group for anyone in the local community who has been bereaved and for adults experiencing anxiety, depression and low self-esteem.	Website: https://listening-ear.co.uk/ Tel: 0151 488 6648 Email: enquiries@listening-ear.co.uk
Listening Ear AMPARO	Adults, children and young people	Provides practical and emotional support for anyone affected by suicide. The support can be one-to-one, for family groups, groups of colleagues or peers – whatever is preferred and most appropriate to each situation.	Tel: 0330 088 9255 Website: https://amparo.org.uk/ Email: amparo.service@listening-ear.co.uk
Listening Ear DiAmond	Children and young people	Support for children who have witnessed domestic abuse.	Website: https://listening-ear.co.uk/diamond/ Tel: 0151 488 6648
Alder Centre	Adults, children and families	Counselling and support services for anyone affected by the death of a child. Support to those whose baby has died in Alder Hey, the community and for people whose child has died elsewhere.	Tel: 0151 252 5391 Email: alder.centre@alderhey.nhs.uk

Service	For whom	Support provided	Contact details
Winston's Wish	Adults and children	Bereavement support for young people, parents, carers and professionals who are looking for childhood bereavement advice and support.	Freephone national helpline: 08088 020 021 Website: www.winstonswish.org

Service	For whom	Support provided	Contact details
Liverpool Bereavement Service	Adults	Counselling service. 1-1 sessions lasting for up to 6 weeks.	To speak to someone at Liverpool Bereavement or to make a referral, call: 0151 236 3932 Email: enquiries@liverpoolbereavement.co.uk
Liverpool Bereavement Service-Oakleaf	Children and young people who are affected by bereavement, loss and separation	One to one support, group sessions and sessions involving other family members.	To speak to someone at Liverpool Bereavement or to make a referral, call: 0151 236 3932 Email: enquiries@liverpoolbereavement.co.uk
Love, Jasmine	Adults, children and families	A charity that provides emotional and practical support and counselling to families that have lost a child.	Tel: 0151 459 4779 Mobile: 07566225253 Email: enquiries@lovejasmine.org.uk
Chrysalis Centre for Change	Women	Bereavement support for women who have lost an adult (family member or someone close). You must register to access this group. If you are an existing service user, please email. If you aren't currently registered, please go to the referrals page and complete the online form on the website.	Phone: 01744 451309 Text: 07984441947 Email: chrysaliscentreforchange@gmail.com Referral form: https://www.chrysaliscentre.org/referrals
Hope Again	Young people	Cruse for young people - support for children and young people affected by the death of someone close.	Tel: 0808 808 1677 Email: hopeagain@cruse.org.uk Mon-Fri, 9.00am - 5:00pm Website: www.hopeagain.org.uk
Child Death Helpline	Anyone affected by the death of a child	Offers support to anyone affected by the death of a child of any age, from pre-birth to adult, under any circumstances, however recently or long ago.	Tel: 0800 282 986 Website: https://www.childdeathhelpline.org.uk/
The Compassionate Friends	Bereaved siblings and parents	Offers support, understanding and comfort to bereaved siblings and parents after the death of a child, of any age, from any cause.	Tel: 0345 123 2304 10am-4pm & 7pm-10pm Website: https://www.tcf.org.uk/

Service	For whom	Support provided	Contact details
Grief Encounter	Children	Provides child bereavement counselling, workbooks, a Grief Relief Kit and family days for bereaved children, young people and their families.	Tel: 0808 802 0111 Mon-Fri 9am-9pm Website: https://www.griefencounter.org.uk/
Dying Matters	Anyone needing information on end of life	Offers information on end of life and bereavement, including writing a will, funeral plans and end of life care.	Website: www.dyingmatters.org
Apart of me	Young people	App for android or IOS to support young people with bereavement.	Download from app store
Good Grief Trust	Anyone experiencing grief	For anyone affected by a sudden bereavement and need support, advice and guidance.	Sudden Bereavement Helpline: 0800 2600 400 (operating hours 10am – 4pm, Monday – Friday) https://www.thegoodgrieftrust.org/ Email: hello@thegoodgrieftrust.org
Change Grow Live (CGL) St Helens	Adults and young people	Support for anyone whose drinking is increasing as a result of a bereavement.	Tel: 01744 410752 Website: https://www.changegrowlive.org/integrated-recovery-service-st-helens/info
Alcoholics Anonymous	Anyone with the desire to stop drinking	Support for anyone whose drinking is increasing as a result of a bereavement.	National helpline: 0800 9177 650 Meeting list: https://www.alcoholics-anonymous.org.uk/AA-Meetings/Find-a-Meeting/sthelens
Lower My Drinking (Self Help App)	Anyone with the desire to stop drinking	Support for anyone whose drinking is increasing as a result of a bereavement.	Free to download from Google Play and the App store - https://www.lowermydrinking.com/
Serenity Therapies	Anyone who needs bereavement counselling	Face to face bereavement counselling in Rainhill, L35 0PL	Mobile: 07703866745

Service	For whom	Support provided	Contact details
<p>Warm Connections Bereavement Community Café</p> <p>(Held in the Sunrise Ceremony Hall at St Helens Crematorium)</p>	<p>Anyone who needs bereavement support</p>	<p>If you have suffered a bereavement, come along for a chat with people who have similar experiences. Supported by the Friends of St Helens Cemetery Volunteers and the Bereavement Services Team.</p>	<p>Tel: 01744 677405</p> <p>Email: sthelenscrematorium@sthelens.gov.uk</p> <p>Held once per month on a Saturday morning 11am till 12.30pm</p>
<p>Stay Alive App</p>	<p>Anyone in crisis due to struggling with bereavement</p>	<p>Packed full of useful information and tools to help an individual stay safe in a crisis</p>	<p>Available to download on android and iPhone https://www.stayalive.app/</p>
<p>Royal British Legion – Independent Inquest Advice</p>	<p>Anyone who has lost a family member while serving in the UK Armed Forces</p>	<p>The IIA service provides free, independent and expert legal advice if a family member has died while serving in the UK Armed Forces (death does not have to be related to combat), or a family member has died while on active duty in the Reserve Forces (including travelling to and from duty)</p>	<p>Tel: 0808 802 8080 (8am – 8pm, 7 days a week)</p> <p>Website including online chat: https://www.britishlegion.org.uk/get-support/expert-guidance/inquest-advice#</p>
<p>Op COURAGE</p>	<p>Armed forces veterans and their families</p>	<p>Mental Health Support for veterans who have served in the armed forces and may be affected by bereavement</p>	<p>North of England tel: 0300 373 3332</p> <p>Email: OpCourageNORTH@cntw.nhs.uk</p> <p>Website: https://www.nhs.uk/nhs-services/armed-forces-community/mental-health/veterans-reservists/</p>



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→ www.sthelens.gov.uk/contactus

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