



Bereavement Services Directory

Cheshire and Merseyside

April 2022

Information is correct at time of release.

Introduction

This is a directory of services that can support people who are experiencing a bereavement and the associated feelings of loss and grief. The directory also includes services that support people who are facing death themselves and people affected by the death of someone important to them.

The directory has been written for people living and working in Cheshire and Merseyside, although some of the services listed are available in the North West or across England.

What is included in the directory?

The directory lists contact details and some brief information about the support that different organisations can provide. If you require more detail, you are advised to visit the relevant website or contact the organisation directly.

The directory only includes details of organisations that provide support specifically for bereavement. There are many other organisations, such as faith groups and befriending organisations that can offer support before, or after a loss. However, as the remit of these services is broader than just bereavement, they have not been included here.

The directory includes some information about services who provide advice or support about what to do after a death or funeral planning, for further information, please visit the following website:

UK Government: What to do when someone dies:

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

How is the information organised?

The first part of the directory lists **services by area** according to where they are located. Some services cover more than one area e.g., a service located in North Liverpool may cover the south of the city as well.

The directory then lists services that provide support in **specific circumstances**, or to **specific groups** of people.

Disclaimer

The directory has been compiled by the North West Coast Clinical Networks using information provided by services. The Network has not quality assured the services, or the information provided. The inclusion of a service in this directory does not constitute a recommendation.

About the North West Coast Clinical Networks

The North West Coast Clinical Networks bring together patients, carers, health and social care commissioners, providers, third sector organisations and communities. By working together, we improve outcomes for patients and their families, and invest in the health of future generations.

We provide in-depth, high quality clinical leadership and advice to improve health and care services across Cheshire, Merseyside, Lancashire and South Cumbria.

Our core networks are leading the way to help transform health outcomes in the following areas:

- Diabetes
- Maternity and perinatal mental health
- Adult, children and young people's mental health and dementia
- Respiratory
- Additional networks delivering local priorities includes Stroke, and Palliative and End of Life Care

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Services by Area

Cheshire East

Name of service	Leighton Hospital Bereavement Support Service
Contact number	01270 273882
Website	www.mcht.nhs.uk/information-for-patients/departmentsandservices/patient-experience-team/bereavement-services/
Address	Bereavement Office, Leighton Hospital, Middlewich Road, Crewe, CW1 4QJ
What type of support is offered?	Service contacts families the day after a death and provides: <ul style="list-style-type: none"> • Medical Certificates of Cause of Death (MCCD) • Bereavement information Pack • Sets up an appointment to register death by phone
Who provides the service?	Mid Cheshire Hospitals NHS Foundation Trust
Who is the service for?	Families of Leighton Hospital patients
How can people use the service?	The service contacts families the day after a death at Leighton Hospital. The service is also available if the person was in Leighton but then discharged and died at home

Name of service	Macclesfield District General Hospital
Contact number	01625 421000
Website	www.eastcheshire.nhs.uk/
Address	Macclesfield District General Hospital, Victoria Rd, Macclesfield, SK10 3BL
What type of support is offered?	<ul style="list-style-type: none"> • Chaplaincy • Condolence and Signposting Service • Referral to other support including Macclesfield Bereavement Support Service and East Cheshire Hospice
Who provides the service?	East Cheshire NHS Trust
Who is the service for?	Families of Macclesfield District General Hospital patients
How can people use the service?	Signposted by hospital ward

Name of service	East Cheshire Hospice - Children & Young People's Services
Contact number	01625 610364
Website	www.eastcheshirehospice.org.uk
Address	East Cheshire Hospice, Millbank Drive, Macclesfield, Cheshire, SK10 3DR
What type of support is offered?	Counselling (1:1 and groups)
Who provides the service?	East Cheshire Hospice
Who is the service for?	Any child in Cheshire East can be referred to services.
How can people use the service?	Professional referrals e.g., Pastoral leads in education, CAMHS, Safeguarding.

Name of service	St Luke's (Cheshire) Hospice - Family Support Service
Contact number	01606 551246
Website	www.slhospice.co.uk/how-we-can-help/familysupport
Address	St. Luke's Hospice, Grosvenor House, Queensway, Winsford, Cheshire CW7 1BH.
What type of support is offered?	Counselling
Who provides the service?	St Luke's Hospice
Who is the service for?	People who are known to the hospice e.g., family members of hospice patients
How can people use the service?	Referral by any health care professional.

Name of service	Macclesfield Bereavement Support Service
Contact number	01625 439333
Website	bereavementmacclesfield.com
Address	Bereavement Support Service, c/o Customer Care Department, Macclesfield Hospital Victoria Rd, Macclesfield, SK10 3BL
What type of support is offered?	<ul style="list-style-type: none"> • Bereavement Support • Counselling
Who provides the service?	Macclesfield Bereavement Support Service
Who is the service for?	Adults (aged 18+)
How can people use the service?	Self-referral

Name of service	Insights Listening Service
Contact number	07952 337801
Website	livewellservices.cheshireeast.gov.uk/Services/7278
Address	N/A
What type of support is offered?	<ul style="list-style-type: none"> • Listening support for people who are experiencing bereavement. • Sessions can be arranged face to face, by phone or virtually
Who provides the service?	Insights Listening Service
Who is the service for?	Adults (aged 18+) living in the Nantwich (CW5) area.
How can people use the service?	Self-referral

Cheshire West and Chester

Name of service	Countess of Chester Hospital Bereavement Office
Contact details	01244 365 000 or 01244 365110
Website	www.coch.nhs.uk
Address	Bereavement Office, Countess of Chester, Liverpool Rd, Chester CH2 1UL. Open from Monday to Friday 10:00am - 4:00pm
What type of support is offered?	Information Booklet given to bereaved families when a patient dies in the hospital. The Bereavement Support booklet aims to help with the practicalities of the loss and to understand some of the emotions people face during a bereavement.
Who provides the service?	Countess of Chester Hospital
Who is the service for?	Families of Countess of Chester Hospital patients.
How can people use the service?	Referral from within Hospital via ward.

Name of service	Ellesmere Port Hospital
Contact details	01244 362928 / 01244 362986
Website	www.coch.nhs.uk
Address	Ellesmere Port Hospital, 114 Chester Road, Whitby, Ellesmere Port, Merseyside, CH65 6SG The Hospital Administrator's Office is in the General Office next to Main Reception. Monday to Friday 10:00am – 4:00pm
What type of support is offered?	Information Booklet given to bereaved families when a patient dies in the hospital. The Bereavement Support booklet aims to help with the practicalities of the loss and to understand some of the emotions people face during a bereavement.
Who provides the service?	Ellesmere Port Hospital
Who is the service for?	Families of Ellesmere Port Hospital patients.
How can people use the service?	Referral from within Hospital via ward.

Name of service	Hospice of the Good Shepherd - Bereavement Service
Contact number	01244 851091
Website	www.hospiceofthegoodshepherd.com
Address	Hospice of the Good Shepherd, Gordon Lane, Backford, Chester, CH2 4DG
What type of support is offered?	Counselling
Who provides the service?	Hospice of the Good Shepherd
Who is the service for?	<ul style="list-style-type: none"> • Adult residents of West Cheshire (age 18+) • There are no specific criteria in terms of place or cause of death
How can people use the service?	Referred by healthcare professional

Name of service	Hospice of the Good Shepherd - Reflect Service (Children)
Contact number	01244 851091
Website	www.hospiceofthegoodshepherd.com
Address	Hospice of the Good Shepherd, Gordon Lane, Backford, Chester, CH2 4DG
What type of support is offered?	Counselling
Who provides the service?	Hospice of the Good Shepherd
Who is the service for?	<ul style="list-style-type: none"> • Children and young people who are residents of West Cheshire (age under 18) • There are no specific criteria in terms of place or cause of death.
How can people use the service?	Referred by healthcare professional

Liverpool North

Name of service	Aintree University Hospital Bereavement Services
Contact details	0151 529 2855
Website	www.liverpoolft.nhs.uk/
Address	Aintree University Hospital, Lower Lane, Fazakerley, Liverpool, L9 7LJ
What type of support is offered?	Information, support and signposting service
Who provides the service?	Liverpool University Hospitals NHS Foundation Trust
Who is the service for?	Family and friends of Aintree University Hospital patients
How can people use the service?	<ul style="list-style-type: none"> Family member/friend calls after bereavement and is supported through any necessary processes by the hospital bereavement team Signposting to other services is available when and where necessary

Name of service	Broadgreen University Hospital Bereavement Services
Contact details	0151 706 3805
Website	www.liverpoolft.nhs.uk/
Address	Broadgreen Hospital, Thomas Drive, Liverpool L14 3LB
What type of support is offered?	Information, support and signposting service
Who provides the service?	Liverpool University Hospitals NHS Foundation Trust
Who is the service for?	Family and friends of Broadgreen University Hospital patients
How can people use the service?	<ul style="list-style-type: none"> Family member/friend calls after bereavement and is supported through any necessary processes by the hospital bereavement team Signposting to other services is available when and where necessary

Name of service	Royal Liverpool University Hospital Bereavement Services
Contact details	0151 706 3805
Website	www.liverpoolft.nhs.uk/
Address	Royal Liverpool University Hospital, Prescot St, Liverpool L7 8XP
What type of support is offered?	Information, support and signposting service
Who provides the service?	Liverpool University Hospitals NHS Foundation Trust
Who is the service for?	Family and friends of Royal Liverpool University Hospital patients
How can people use the service?	<ul style="list-style-type: none"> Family member/friend calls after bereavement and is supported through any necessary processes by the hospital bereavement team Signposting to other services is available when and where necessary

Name of service	Liverpool Heart & Chest Hospital, Patient & Family Support
Contact details	0151 600 1038, 0151 600 1639 or 0151 600 1517
Website	www.lhch.nhs.uk/
Address	Liverpool Heart and Chest Hospital, Thomas Drive, Liverpool, L14 3PE
What type of support is offered?	<ul style="list-style-type: none"> • The Patient and Family Support Team offer practical bereavement support and information including the Bereavement Booklet. They can also offer advice and guidance on who can help and where further information can be obtained • Chaplaincy team can offer spiritual support and can meet families on wards, in the office, in the mortuary for viewings or any other appropriate venues • Chaplaincy team can assist with funeral arrangements or memorial services
Who provides the service?	Liverpool Heart and Chest Hospital
Who is the service for?	Family of Liverpool Heart and Chest Hospital patients
How can people use the service?	Referral from within Hospital via ward

Name of service	The Walton Centre
Contact details	0151 525 3611
Website	www.thewaltoncentre.nhs.uk/
Address	The Walton Centre, Lower Lane, Fazakerley, Liverpool, L9 7LJ
What type of support is offered?	Practical advice, guidance, signposting and information after a death
Who provides the service?	The Walton Centre
Who is the service for?	Family and friends of Royal Walton Centre patients
How can people use the service?	Referral from within the Walton Centre

Name of service	St. Joseph's Hospice Bereavement Service
Contact details	0151 924 3812
Website	www.jospice.org.uk
Address	St Joseph's Hospice, Ince Road, Thornton, Liverpool, Merseyside, L23 4UE
What type of support is offered?	Counselling
Who provides the service?	St. Joseph's Hospice
Who is the service for?	Family of hospice patients Adults only (age 18+)
How can people use the service?	Referral from within Hospice services or self-referral.

Name of service	Woodlands Hospice Patient & Family Services
Contact details	0151 529 5352
Website	www.woodlandshospice.org/bereavement-supporty-adult
Address	Woodlands Hospice Charitable Trust, UHA Campus, Longmoor Lane, Liverpool, Merseyside, L9 7LA
What type of support is offered?	<ul style="list-style-type: none"> Emotional and psychological support service Access to social workers
Who provides the service?	Woodlands Hospice
Who is the service for?	<ul style="list-style-type: none"> Family of hospice patients Children age 2+ and Adults
How can people use the service?	Referral from within Hospice services or via District Nurses.

Name of service	Claire House Children's Hospice
Contact number	0151 334 4626 / 0151 343 0883
Website	www.clairehouse.org.uk
Address	Claire House Liverpool, Honey Green Lane, West Derby, Liverpool, L12 9JH
What type of support is offered?	<ul style="list-style-type: none"> Counselling before and after the death of a child at the Hospice Support for siblings Closed bereavement groups Practical support with funeral planning
Who provides the service?	Clare House Hospice
Who is the service for?	Families and siblings of Children and Young People who have died in the hospice
How can people use the service?	Internal referral through the hospice.

Name of service	Caring Connections
Contact details	0151 289 2761 07813 996006
Website	www.thelivewelldirectory.com/Services/1304
Address	Caring Connections, Unit 15, Ashcroft Road, Liverpool, L33 7TW
What type of support is offered?	Provides a "supportive arena", rather than counselling
Who provides the service?	Barbara Bettle Foundation
Who is the service for?	People aged 18+ from Knowsley and Liverpool who have been bereaved by suicide
How can people use the service?	Referral from health or social care professional Self-referral via form on website

Name of service	Liverpool Bereavement Service
Contact details	0151 236 3932 Email: enquiries@liverpoolbereavement.co.uk
Website	liverpoolbereavement.com/
Address	Liverpool Bereavement Service, 1st Floor, Granite Buildings, 6 Stanley Street, Liverpool, L1 6AF
What type of support is offered?	<ul style="list-style-type: none"> • 1:1 Counselling Service • Group sessions including Family group sessions
Who provides the service?	Liverpool Bereavement Service
Who is the service for?	Adults and young people in the Liverpool area who are affected by bereavement, loss and separation
How can people use the service?	<ul style="list-style-type: none"> • Referral from health or social care professional • Self-referral

Liverpool South

Name of service	The Alder Centre
Contact number	Alder Centre 0151 252 5391 Bereavement Service 0151 252 5117 Email: alder.centre@alderhey.nhs.uk
Website	aldercentre.org.uk
Address	The Alder Centre, Eaton Road, East Prescot Road, West Derby, Liverpool, L14 5AB
What type of support is offered?	<ul style="list-style-type: none"> Bereavement care, counselling, support services and education for anyone affected by the death of a child of any age at Alder Hey 24 hour, 365 day response for families whose child has died at Alder Hey
Who provides the service?	Alder Hey Children's NHS Foundation Trust
Who is the service for?	<ul style="list-style-type: none"> Anyone including parents and grandparents affected by the death of a child of any age, under any circumstances, no matter how recent or long ago Additional specialist support is offered to siblings, cousins and friends of a child that has died, to help them express their feelings and normalise their loss
How can people use the service?	Referral via Alder Hey Hospital team or via website.

Name of service	Marie Curie Hospice Bereavement Service
Contact details	0151 801 1400
Website	www.mariecurie.org.uk/help/hospice-care/liverpool#services
Address	Marie Curie Hospice Liverpool, Speke Road, Woolton, Liverpool, L25 8QA
What type of support is offered?	<ul style="list-style-type: none"> Counselling and listening service Support groups
Who provides the service?	Marie Curie Hospice Liverpool
Who is the service for?	<ul style="list-style-type: none"> Services are open to the loved ones of Marie Curie Hospice patients Services for children and adults
How can people use the service?	Hospice contacts family to offer support

Name of service	St Joseph's Hospice
Contact number	0151 924 3812
Website	www.jospice.org.uk
Address	St Joseph's Hospice, Ince Road, Thornton, Liverpool, Merseyside, L23 4UE
What type of support is offered?	<ul style="list-style-type: none"> Support service for patients, relatives and staff Regular memorial services
Who provides the service?	St Joseph's Hospice
Who is the service for?	Family members of people who have used the hospice
How can people use the service?	Internal referral via Hospice

Southport and Formby

Name of service	Bereavement Service Team, Southport & Formby District General Hospital and Ormskirk District General Hospital
Contact details	01704 704135
Website	www.southportandormskirk.nhs.uk/
Address	Southport and Formby District General Hospital, Town Lane, Kew, Southport, PR8 6PN
What type of support is offered?	<ul style="list-style-type: none"> • The Bereavement Team offer information and signpost to other organisations for help and support both locally and nationally • Help and Care in Bereavement Booklet • Baby and Child Remembrance Service
Who provides the service?	Southport and Ormskirk Hospital NHS Trust
Who is the service for?	Family and friends of patients at Southport & Formby District General Hospital or Ormskirk District General Hospital
How can people use the service?	Family and friends are referred after the death of a patient in hospital to Bereavement Team, Chaplaincy and Spiritual Care Team and Patient Advice and Liaison Services (PALS)

Name of service	Bereavement Stepping Stones
Contact details	01704 544645 / 01704 517927
Website	www.queenscourt.org.uk/index.php/services/additional-services.html
Address	Queens Court Hospice, Town Lane, Kew, Southport, PR8 6PN
What type of support is offered?	<ul style="list-style-type: none"> • 1:1 support (provided monthly by appointment) • Signposting calls
Who provides the service?	Queens Court Hospice
Who is the service for?	Families and friends bereaved of a patient in care of Queens Court Hospice
How can people use the service?	Hospice contacts family to offer support

St Helens and Knowsley

Name of service	Whiston and St Helens Hospital – Counselling
Contact details	01744 646 173
Website	www.sthk.nhs.uk/our-services?service=58
Address	The Lilac Centre, St Helens Hospital, Marshalls Cross Road, St Helens WA9 3DA (Lower Ground Floor in Purple Zone)
What type of support is offered?	Counselling Service for cancer patients and their families
Who provides the service?	St Helens and Knowsley Teaching Hospitals NHS Trust
Who is the service for?	Adults and Families whose relatives are receiving cancer care at St Helens Hospital.
How do people get to use the service?	Referral from within the hospital

Name of service	Whiston and St Helens Hospital Bereavement Advice Service
Contact details	0151 426 1336 / 0151 426 1412
Website	hwww.sthk.nhs.uk/whiston-hospital
Address	Whiston Hospital, Warrington Rd, Rainhill, Prescot L35 5DR
What type of support is offered?	Practical advice around obtaining Medical Certificate of Cause of Death, arranging funerals and signposting to other services
Who provides the service?	St Helens and Knowsley Teaching Hospitals NHS Trust (Whiston Hospital and St. Helens Hospital)
Who is the service for?	People who have been bereaved in the hospital
How can people use the service?	Referral from within the hospital

Name of service	Willowbrook Hospice Bereavement Support
Contact details	0151 430 8736
Website	willowbrook.org.uk/your-care/clinical-support-services/bereavement-support/
Address	Willowbrook Hospice, Portico Lane, Prescot, Merseyside, L34 2QT
What type of support is offered?	<ul style="list-style-type: none"> • 1:1 supportive listening service for adults (18+) • Monthly bereavement group • Signposting to Child Bereavement UK
Who provides the service?	Willowbrook Hospice
Who is the service for?	Loved ones of patients who have received care from Willowbrook Hospice as an inpatient or outpatient. People must be age 18+ to access support
How can people use the service?	Hospice contacts family to offer support

Name of service	Listening Ear (Merseyside)
Contact details	0151 488 6648
Website	listening-ear.co.uk
Address	Listening Ear (Merseyside), St Nicholas Centre, 70 Church Road, Halewood, Liverpool, L26 6LB
What type of support is offered?	<ul style="list-style-type: none"> • Bereavement group counselling for adults • Bereavement group counselling for secondary age/primary age children • Limited 1: 1 counselling available • Friendship after Bereavement Group (adults)
Who provides the service?	Listening Ear (Merseyside)
Who is the service for?	<ul style="list-style-type: none"> • Knowsley residents, people registered with a Knowsley GP or for children attending a Knowsley school • Counselling for children and young people affected by bereavement in St Helens
How can people use the service?	Self-referral via form on website

Name of service	Chrysalis Centre for Change
Contact details	01744 451 309. Text: 07984 441947 Email: chrysaliscentreforchange@gmail.com
Website	www.chrysaliscentreforchange.co.uk
Address	Chrysalis Centre for Change, The Beacon Building, 25 College Street, St Helens. WA10 1TF
What type of support is offered?	<ul style="list-style-type: none"> • Counselling (free and paid) • Journey through Grief Programme - for women experiencing bereavement through the loss of a significant adult (parent, partner, adult child).
Who provides the service?	Chrysalis Centre for Change
Who is the service for?	Women age 18+ only
How can people use the service?	<ul style="list-style-type: none"> • Referral by health or social care professional • Self-referral

Name of service	The Butterflies Project
Contact details	0151 493 2301
Website	www.knowsleyinfo.co.uk/content/butterflies-project
Address	174 Dragon Lane, Whiston, L35 3QY
What type of support is offered?	Specialist support for children and young people aged 4 - 15 experiencing bereavement (any cause), divorce/separation, domestic abuse or other family loss
Who provides the service?	Listening Ear (Merseyside)
Who is the service for?	Children and young people aged 4 to 15 from Knowsley
How can people use the service?	<ul style="list-style-type: none"> • Referral by health or social care professional • Self-referral

Name of service	Caring Connections
Contact details	0151 289 2761 07813 996006
Website	www.thelivewelldirectory.com/Services/1304
Address	Caring Connections, Unit 15, Ashcroft Road, Liverpool, L33 7TW
What type of support is offered?	Provides a “supportive arena”, rather than counselling
Who provides the service?	Barbara Bettle Foundation
Who is the service for?	People aged 18+ from Knowsley and Liverpool who have been bereaved by suicide
How can people use the service?	<ul style="list-style-type: none"> • Referral from health or social care professional • Self-referral via form on website

Warrington, Halton and Runcorn

Name of service	Warrington General Hospital and Halton General Hospital – Bereavement Office
Contact details	01925 662294
Website	whh.nhs.uk
Address	Warrington Hospital, Lovely Lane, Warrington, WA5 1QG
What type of support is offered?	<ul style="list-style-type: none"> • Condolence call after death • Signposting to help and support
Who provides the service?	Warrington and Halton NHS Foundation Trust (Warrington General Hospital and Halton General Hospital)
Who is the service for?	Family members of patients at Warrington General Hospital or Halton General Hospital
How can people use the service?	Referral from within the Hospital

Name of service	St Rocco's Hospice Counselling and Emotional Care Team
Contact details	01925 575 780
Website	www.stroccos.org.uk/Support-and-Advice/Our-Care/Counselling-Emotional-Care
Address	St. Rocco's Hospice, Lockton Lane, Bewsey, Warrington, WA5 0BW
What type of support is offered?	Counselling
Who provides the service?	St Rocco's Hospice
Who is the service for?	<ul style="list-style-type: none"> • Family and friends age 18+ of hospice patients • People must be known to hospice and have a Warrington GP
How can people use the service?	Referral by clinical staff at St Rocco's inpatient ward, GP or Clatterbridge Macmillan Team.

Name of service	Halton Haven Hospice Family Support Service
Contact details	01928 791221
Website	www.haltonhaven.org.uk/family-support/#1495531878526-eb743784-648d
Address	Halton Haven Hospice, Barnfield Ave, Runcorn, WA7 6EP
What type of support is offered?	Counselling
Who provides the service?	Halton Haven Hospice
Who is the service for?	<ul style="list-style-type: none"> • Patients of hospice (inpatient or day hospice) and people with life limiting illness • Family and friends aged 18 + of hospice patients (inpatient or day hospice)
How can people use the service?	Referral from within the Hospice.

Name of service	Listening Ear (Halton)
Contact details	0800 048 5224
Website	listening-ear.co.uk/halton
Address	N/A
What type of support is offered?	<ul style="list-style-type: none"> • 1:1 Counselling • Cognitive Behavioural Therapy • Group counselling • Bereavement support Helpline, providing practical and emotional support • Friendship After Bereavement (FAB) group
Who provides the service?	Listening Ear (Halton)
Who is the service for?	Residents of Halton
How can people use the service?	Self-referral via website

Wirral

Name of service	Wirral University Teaching Hospitals Supportive and Palliative Care Group
Contact number	0151 678 5111
Website	www.wuth.nhs.uk
Address	Arrowe Park Hospital, Arrowe Park Rd, Upton, Birkenhead, Wirral CH49 5PE
What type of support is offered?	Pre bereavement support to families of people with a palliative diagnosis
Who provides the service?	Wirral University Teaching Hospital NHS Foundation Trust
Who is the service for?	Family members age 18+ of hospital patients with a palliative diagnosis
How can people use the service?	Referrals generated by patient team

Name of service	Wirral Hospice St Johns - Patient & Family Bereavement Support
Contact number	0151 334 2778
Website	www.wirralhospice.org/patientfamilysupport
Address	Wirral Hospice St Johns, Mount Road, Higher Bebington, Wirral, CH63 6JE
What type of support is offered?	Offers free and confidential counselling support services to hospice patients, and their relatives or carers, who are over the age of 18
Who provides the service?	Wirral Hospice St Johns
Who is the service for?	Family members, and other carers (aged 18+), of someone who received treatment in the hospice Inpatient, or Wellbeing or Hospice at Home services
How can people use the service?	Families can self-refer or be referred by any member of the hospice team

Name of service	Clare House Children's Hospice
Contact number	0151 334 4626 / 0151 343 0883
Website	www.clairehouse.org.uk
Address	Claire House Children's Hospice, Clatterbridge Road, Bebington, Wirral, CH63 4JD
What type of support is offered?	<ul style="list-style-type: none"> • Counselling before and after the death of a child at the Hospice • Support for siblings • Closed bereavement groups • Practical support
Who provides the service?	Clare House Children's Hospice
Who is the service for?	Families and siblings of Children and Young People who have died in the hospice
How can people use the service?	Internal referral through the hospice

Specific types of bereavement

Support after the loss of a child

Name of service	Child Bereavement UK
Contact details	National Helpline: 0800 02 888 40
Website	www.childbereavementuk.org
Type of support	<ul style="list-style-type: none">• Support for families, children and young people up to the age of 25 who are facing bereavement, and anyone affected by the death of a child of any age• Free, confidential bereavement support by telephone, video or instant messenger, across the UK• 1 to 1 support for adults bereaved of a child of any age• 1 to 1 support for children and young people aged under 25 who have had anyone important to them die

Name of service	Child Bereavement UK (Cheshire)
Contact number	01928 577164 Email: northsupport@childbereavementuk.org
Website	www.childbereavementuk.org
Type of support	<ul style="list-style-type: none">• Support for Individuals or couples, where a baby or child has died or where children and young people, up to the age of 25, are bereaved• Families who are facing bereavement, where a child of any age is not expected to live, or where children and young people are facing the bereavement of anyone significant in their lives

Name of service	Child Death Helpline
Contact details	0800 282 986
Website	www.childdeathhelpline.org.uk
Type of support	Confidential helpline service for all those affected by the death of a child, open every day of the year. Services provided by phone or email.

Name of service	Child Funeral Charity
Contact details	01480 276088
Website	www.childfuneralcharity.org.uk
Type of support	Financial assistance for families who have to arrange a funeral for a baby or child aged 16 or under, together with practical advice and guidance

Name of service	Compassionate Friends
Contact details	0345 123 2304
Website	www.tcf.org.uk
Type of support	Support to family members affected by the death of a child or children of any age and from any cause

Name of service	Love Jasmine
Contact details	0151 459 4779 Email: enquiries@lovejasmine.org.uk
Website	www.lovejasmine.org.uk
Type of support	Support for families bereaved by the loss of a child, including; <ul style="list-style-type: none"> • Emotional Support • Counselling (1:1 and couples) • Support Groups for parents and siblings

Name of service	Lullaby Trust
Contact details	Bereavement Support - 0808 802 6868 Information and Advice - 0808 802 6869 support@lullabytrust.org.uk
Website	www.lullabytrust.org.uk
Type of support	Confidential bereavement support to anyone affected by the sudden and unexpected death of a baby or young child

Name of service	Stillbirth and Neonatal Death Society (SANDS)
Contact details	0808 164 3332 helpline@sands.org.uk
Website	www.sands.org.uk
Type of support	<ul style="list-style-type: none"> • GriefChat online chat service • Helpline • Bereavement Support app • Online community and Facebook support group

Bereaved by suicide

Name of service	AMPARO Support following Suicide, Cheshire and Merseyside
Contact details	0330 0889 255
Website	amparo.org.uk/our-locations/cheshire-merseyside/
Type of support	<ul style="list-style-type: none">• Listening and helping clients to access help• Practical support e.g. dealing with police and coroner, preparing for and attending inquests

Name of service	Campaign Against Living Miserably – Suicide Prevention
Contact details	0800 585858
Website	thecalmzone.net
Type of support	<ul style="list-style-type: none">• Helpline and webchat• Support after suicide• Resources

Name of service	Help is at Hand Publication
Contact details	N/A
Website	www.nhs.uk/Livewell/Suicide/Documents/Help%20is%20at%20Hand.pdf
Type of support	NHS leaflet describing support after someone may have died by suicide. Includes practical and emotional advice and a list of agencies who can provide support.

Name of service	Papyrus - Prevention of Young Suicide
Contact details	0800 068 4141
Website	www.papyrus-uk.org
Type of support	Working to reduce the number of young people who take their own lives

Name of service	Survivors of Bereavement by Suicide (SOBS)
Contact details	National Helpline 0300 111 5065
Website	www.uksobs.org
Type of support	<ul style="list-style-type: none">• Helpline and online forum• Online resources• Local support groups

Bereavement in other circumstances

Name of service	Sudden Unexpected Death in Epilepsy (SUDEP) Action
Contact details	01235 772850 Email: support@sudep.org
Website	sudep.org/someone-has-died
Type of support	Support for people affected by an epilepsy related death, including telephone counselling service and practical information and advice

Name of service	WAY – Widowed and Young
Contact details	Via contact form on website
Website	www.widowedandyoung.org.uk
Type of support	<ul style="list-style-type: none">• A membership organisation for anyone who has lost a partner.• Self-help support and guidance for widows and widowers under 50 through local groups, social activities and online forums.

Support for Specific Groups

Support for children and young people

Name of service	Apart of Me App
Contact details	Via website contact form
Website	www.apartofme.app
Address	N/A
Type of support	<ul style="list-style-type: none">• Mobile phone App, featuring a game that is designed to help young people cope with the death of a loved one• The app is aimed at young people who have lost a parent or other close relative, also those who have someone important in their life with a terminal illness

Name of service	Childline
Contact details	0800 1111
Website	www.childline.org.uk
Type of support	<ul style="list-style-type: none">• “When Someone Dies” pages include information for children and young people about coping with grief• Access to Childline counsellor via phone on 0800 1111, via online chat, email and SignVideo for contact with a counsellor through a BSL interpreter

Name of service	Co-op Funeral care
Contact details	0808 239 8956
Website	www.coop.co.uk/funeralcare
Type of support	Support for bereaved children includes the “Amy and Tom” books and video resources (accessible via local Co-op Funeral Homes)

Name of service	Grief Encounter
Contact details	0808 802 0111
Website	www.griefencounter.org.uk
Type of support	Bereavement support for children and young people including helpline, counselling and workshops

Name of service	Hope Again
Contact details	National Helpline 0808 808 1677
Website	www.hopeagain.org.uk
Type of support	Hope Again is the youth website of Cruse Bereavement Support. It is a safe place where young people can learn from one another about how to cope with grief and feel less alone

Name of service	Let's Talk about Loss
Website	letstalkaboutloss.org
Type of support	<ul style="list-style-type: none"> • A safe space for people aged 18-35 to talk through taboos and address the reality of losing someone close to you when you are young • Peer-led meet up groups in cities across the UK and online • Projects and campaigns encouraging everyone to talk about grief

Name of service	Winston's Wish
Contact details	0808 8020 021 ask@winstonswish.org
Website	www.winstonswish.org/
Type of support	<ul style="list-style-type: none"> • Support for children and young people (up to 25) after the death of a parent, sibling or important person including individual and peer support groups • Bereavement support to parents, carers and professionals who are looking for childhood bereavement advice and support, including information, advice and publications/resources

Professionals

Name of service	The Bereavement Support Network
Contact details	0808 168 9607
Website	bereavementsupport.co.uk
Type of support	A resource designed to help healthcare professionals in caring for bereaved families

Name of service	British Association for Counselling and Psychotherapy
Contact details	01455 883300
Website	www.bacp.co.uk
Type of support	Information about counselling services across the UK including therapist directory

Name of service	Childhood Bereavement Network
Contact details	020 7843 6309
Website	childhoodbereavementnetwork.org.uk
Type of support	A hub for those working with bereaved children, young people and their families across the UK.

Name of service	Cruse Bereavement Support GP Toolkit
Contact details	National Helpline 0808 808 1677
Website	www.cruse.org.uk/about/blog/grief-toolkit/
Type of support	Resource for GPs, produced in conjunction with the RCGP. The toolkit highlights the link between grief and health to enable them to provide consistent and compassionate support for all those grieving.

Name of service	National Bereavement Alliance
Contact details	N/A
Website	nationalbereavementalliance.org.uk
Type of support	Support, training and conferences and resources for individuals and organisations that provide bereavement support.

Other Groups

Name of service	Veterans UK
Contact details	0800 1693458
Website	www.gov.uk/government/organisations/veterans-uk
Type of support	Dedicated bereavement line.

Name of service	British Humanist Association
Contact details	0207 324 3060
Website	humanists.uk
Type of support	Befriending service for people of humanist belief to make contact with people of the same faith/belief following a bereavement

Name of service	Jewish Bereavement Counselling Service
Contact details	020 8951 3881
Website	jbcs.org.uk
Type of support	A national counselling service based within Jewish context

Name of service	Muslim Bereavement Support Service
Contact details	020 3468 7333
Website	mbss.org.uk
Type of support	<ul style="list-style-type: none">• Support for women in the Muslim community who have lost a loved one• Support to healthcare services to provide spiritual context to the bereavement support services they offer

Name of service	United Synagogue
Contact details	020 8343 8989 Email: info@theus.org.uk
Website	www.theus.org.uk
Type of support	<ul style="list-style-type: none">• Practical information about what to do after a death• Bereavement befriending services• Stillbirth Support Group

Practical Help and Advice after a bereavement

Name of service	Step by step guide after a bereavement
Website	www.gov.uk/when-someone-dies
Type of support	Government advice about what to do when someone dies

Name of service	Tell us Once Service
Contact details	N/A
Website	www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once
Type of support	The Tell Us Once service enables family members to report a death to most government organisations in one go

Name of service	DWP Bereavement Service Helpline
Contact details	0800 731 0469 0800 731 0453 for Welsh language service Textphone: 0800 731 0464 Welsh language: 0800 731 0456 Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 731 0469 Video relay service for British Sign Language (BSL) users - check you can use this service
Website	www.gov.uk/bereavement-support-payment/how-to-claim
Type of support	<ul style="list-style-type: none">• Access to for Bereavement Support Payments to surviving partner• Applications can be made online, by telephone or by post