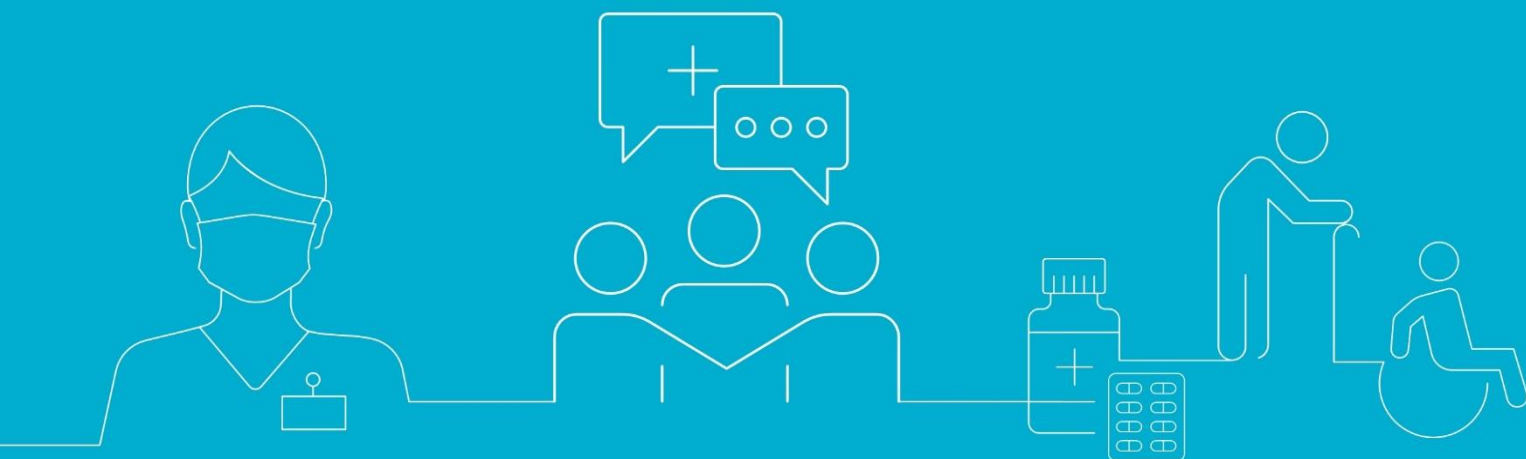




BEREAVEMENT SERVICES & SUPPORT

FOR ST HELENS RESIDENTS THAT ARE EXPERIENCING BEREAVEMENT OR LOSS



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

When a loved one passes away, there are three main things you must do in the first few days of their passing:

1. Wait for the Medical Examiner's office to contact you

To register the death, you will first be contacted by the Medical Examiner's office who will discuss with you the cause of death, they will also verify the medical certificate issued by a medical practitioner, which could be the local GP or a doctor from the hospital.

In cases of a sudden death, accident or when the cause of death isn't known, it may result in the Coroner being notified. If this is the case, then the Coroner may issue an alternative certificate -

Coroner's Inquest Form - you will not register this type of death as this will be done on the authority of the Coroner.

2. Register the death

When a loved one passes away you need to register their death. You need to do this **within five days** from the receipt of the medical certificate by the Register Office.

The Medical Examiner's office will provide the Register Office with the next of kin details as held on medical records of the deceased. The Register Office will ring you to make an appointment to register the death.

When you register the death, you will be given a **Certificate of Registration of Death**. You will need this before a funeral can take place.

3. Arrange the funeral

To arrange the funeral you can use a funeral director or you can arrange it yourself. You must give the **Certificate of Registration of Death** to the funeral director, or if you are arranging the funeral yourself, this must be given to your local cemetery or crematorium.

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 675490**
- If you are organising a self-arranged funeral, the Council's Bereavement Service Team can be contacted by calling: **01744 675490** 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

- Please be mindful of this helpful link when notifying companies following a death [Life Ledger is a free, easy-to-use death notification service](#)
- 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>
- AMPARO provide support for anyone affected by suicide, whether a recent or a historical death. Call: **0330 088 9255** Alternatively, email: amparo.service@listening-ear.co.uk

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@mjcshifrin.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> |

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| 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 |
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| 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. | National support line Tel: 0300 111 5065 Website: Survivors of Bereavement by Suicide - Overcoming the isolation of people bereaved by suicide (uksobs.com) Email: sthelens@uksobs.org Local Group Tel: 07580 358312 |
| 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 |
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| 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 |

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| 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 |
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| 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 |
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| 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 |
| Warm Connections Bereavement Community Café (Held in the Sunrise Ceremony Hall) | Anyone who needs bereavement support | 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. | Tel: 01744 675490 Email: sthelenscrematorium@sthelens.gov.uk Held once per month on a Saturday morning 11am till 12.30pm |

| Service | For whom | Support provided | Contact details |
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| at St Helens Crematorium) | | | |
| Stay Alive App | Anyone in crisis due to struggling with bereavement | Packed full of useful information and tools to help an individual stay safe in a crisis | Available to download on android and iPhone https://www.stayalive.app/ |
| Royal British Legion – Independent Inquest Advice | Anyone who has lost a family member while serving in the UK Armed Forces | 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) | Tel: 0808 802 8080 (8am – 8pm, 7 days a week) Website including online chat: https://www.britishlegion.org.uk/get-support/expert-guidance/inquest-advice# |
| Op COURAGE | Armed forces veterans and their families | Mental Health Support for veterans who have served in the armed forces and may be affected by bereavement | North of England tel: 0300 373 3332 Email: OpCourageNORTH@cntw.nhs.uk Website: https://www.nhs.uk/nhs-services/armed-forces-community/mental-health/veterans-reservists/ |



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