

# Where to go for bereavement support

**We are extremely sorry for your loss and appreciate this is a difficult time for you. The death of a family member or friend can be very painful and distressing. People react to different losses in different ways. There are a number of ways you might react.**

You might:

- feel shocked and numbed by your loss
- find it difficult to accept your loss
- feel lonely, depressed, anxious, angry and guilty
- find it difficult to eat and sleep
- find you are forgetful and confused
- feel you may be 'going mad'
- find everyday problems difficult to cope with
- feel you have lost your reason for living
- feel unable to talk to family or friends

Be gentle with yourself. All of these are natural reactions to bereavement and not necessarily signs that you cannot cope. During this time, you may need the support of others. Speaking to someone about how you feel and the changes you are facing may help you feel less alone with your grief.

Grieving is a normal reaction. You may not feel you need to access a bereavement service immediately, but if months later you are not coping then you may need more specialist help and it's important to reach out. More information on how to cope with bereavement is provided by the GLA [here](#).

There are many organisations and charities who offer advice, guidance and support and these are listed in this guide.

## National support services

### Age UK (East London)

Age UK have said that if people phone their number **020 8981 7124** or email [info@ageukeastlondon.org.uk](mailto:info@ageukeastlondon.org.uk) they can provide people with details of local support services. [www.ageuk.org.uk](http://www.ageuk.org.uk)

### Macmillan

Macmillan has advice and information available if the person who died also had cancer at any point. Visit their [website](#) for full info.

### Cruse Bereavement Care

If you are bereaved and would like to speak with someone, you can call Cruse Bereavement Care for free on **0808 808 1677** or visit [www.cruse.org.uk](http://www.cruse.org.uk)

### Marie Curie

If you are looking for local help and support, Marie Curie has information on a range of issues including practical, legal and financial. Tel **0800 090 2309** or on their [website](#).

Also more information can be found on [here](#).

### GriefChat

A great online resource for bereavement support is [www.griefchat.co.uk](http://www.griefchat.co.uk). Using GriefChat is free of charge and is open Monday-Friday, 9am-9pm (UK time) to grieving or bereaved people.

### At a Loss

At a Loss has a website with useful bereavement resources: [www.ataloss.org](http://www.ataloss.org)

### Independent Age

Independent Age provides information and advice on a range of subjects including welfare, legal and financial Tel **0800 319 6789** or on their [website](#).

### The Good Grief Trust

For bereaved families - run by people who have experienced a bereavement themselves: [www.thegoodgrieftrust.org](http://www.thegoodgrieftrust.org)

### Online Community Forum

Moderated online community forum for adults who are bereaved: [community.sueryder.org](http://community.sueryder.org)

### Support after suicide

Support after suicide: [supportaftersuicide.org.uk](http://supportaftersuicide.org.uk)

### Sudden

Sudden is a charitable initiative for suddenly bereaved people and the people caring for them. Visit their [website](#) for full info.

## Local bereavement services

To find your local support services, you can visit [www.gov.uk/find-bereavement-services-from-council](http://www.gov.uk/find-bereavement-services-from-council)

Alternatively, below are some local organisations listed via area.

### Local bereavement officers

You can telephone the hospital bereavement office where your loved one died (see contact numbers below). Unfortunately, they are unable to meet face to face at this time. During the pandemic the death certification process has been simplified, the bereavement officer will explain the next steps to you:

**Newham University Hospital:**

Tel: 020 7363 8056 or 020 7363 8055

**St Bartholomew's Hospital:**

Tel: 020 3465 5889 or 020 3465 6892

**The Royal London Hospital:**

Tel: 020 3594 1050 or 020 3594 2030

**Whipps Cross Hospital:**

Tel: 020 8535 6628

**Queen's Hospital BHRUT (Barking, Havering, Redbridge University Hospitals):**

Tel: 01708 435490

**King George Hospital BHRUT (Barking, Havering, Redbridge University Hospitals):**

Tel: 0208 9708235

### Chaplaincy Departments

**BHRUT Chaplaincy Department**

For Spiritual, Religious and Pastoral care pre and post bereavement support contact the Chaplaincy Department on Tel: **01708 504329**  
Email: [bhrut.chaplaincy@nhs.net](mailto:bhrut.chaplaincy@nhs.net)

### City and East London

**The City and East London Bereavement Service (CELBS)**

They have been delivering specialist bereavement services to residents of Tower Hamlets and the City for over 30 years. Visit [www.celbs.org.uk](http://www.celbs.org.uk)

### City and Hackney

**St Joseph's Hospice**

To arrange for support from the Bereavement Service call our First Contact Team on **0300 303 0400** or email [stjosephs.firstcontact@nhs.net](mailto:stjosephs.firstcontact@nhs.net)

### East London

**Drop - In Bereavement Centre**

187 Grange Road Plaistow London E13 0HA  
Based in Newham but available to East London residents.  
[www.dropinbereavementcentre.btck.co.uk](http://www.dropinbereavementcentre.btck.co.uk)

## Essex

### **Saint Francis Hospice (Romford)**

Their Specialist Advice Line is available 24 hours per day, 365 days of the year. Call **01708 758 643** or visit

### **Cruse Bereavement Care (Southend)**

Telephone: **08452 669710** email: [essex@cruse.org.uk](mailto:essex@cruse.org.uk)

### **Circle adult bereavement support (Chelmsford)**

Telephone: **01245 457308** email: [circle@farleighhospice.org](mailto:circle@farleighhospice.org)

### **St Lukes Hospice: Dove Cottage (Billericay)**

Telephone: **01277 658057** email: [dove@stlukeshouse.org.uk](mailto:dove@stlukeshouse.org.uk)  
Must live in Basildon, Thurrock, Wickford, Billericay district.

### **St Helena hospice (Colchester)**

Have to be referred but can self-refer. This can be done on their website or if no access contact **01206 984273**.

### **Co-op Funeral Director (Braintree)**

1:1 support, contact Kari who can provide a course of six sessions free of charge. Telephone: **01376 551951**

## Havering

### **Crisis Counselling and Bereavement Support Service**

To access the Crisis Counselling and Bereavement Support Service, please contact the team at Havering Mind. The service is specifically for anyone living in Havering who has suffered the bereavement of a relative, friend or work colleague; or anyone coping with the stresses related to working in a residential care home setting during COVID19.

Telephone: **01708 457040** 7 days a week

Email: [help@haveringmind.org.uk](mailto:help@haveringmind.org.uk)

Visit their [website](#) for full info.

## Newham

### **Newham Bereavement Service**

The Newham Bereavement Service is delivered by Mind in Tower Hamlets and Newham in partnership with Age UK East London. The service offers a range of support:

- Bereavement Counselling
- Advice and Information
- Group Support
- Complementary Therapy

Residents in Newham who have experienced grief, loss and bereavement can contact this service by calling **0207 510 1081** or **0207 510 4268**.

Alternatively, you can send an email to [referral@mithn.org.uk](mailto:referral@mithn.org.uk)  
The service is based at 655 Barking Road, London E13 9EX.

## Redbridge

### **Bereavement drop-in centre**

Now offering a befriending telephone support during Covid19 on **07396 016523**. Leave your name and number and they will call you back or email [dropinbereavement@btinternet.co.uk](mailto:dropinbereavement@btinternet.co.uk)

## Tower Hamlets

Talking Therapies and Mind provide joint access to bereavement services for people living in Tower Hamlets and Newham.

**Tower Hamlets Talking Therapies** offers a range of free and confidential talking therapies and specialist self-management skills to help you feel better within the borough of Tower Hamlets. Contact them on **020 8475 8080**.  
[towerhamletstalkingtherapies.nhs.uk](http://towerhamletstalkingtherapies.nhs.uk)

**Mind** in Tower Hamlets and Newham (MITHN) has been delivering services and support for people living in our community for over 30 years.

Our aim is to help people in our local communities to have better mental health and wellbeing and to live the best lives possible. Contact them on **020 7510 1081**. [www.mithn.org.uk](http://www.mithn.org.uk)

## Mental Health services

### National

#### Samaritans

Whatever you're going through, a Samaritan will face it with you. They are there for you 24 hours a day, 365 days a year: [www.samaritans.org](http://www.samaritans.org)

### Local

#### NHS Talking Therapies (IAPT)

Your local NHS Talking Therapies service (also known as IAPT service) is Newham Talking Therapies/ Tower Hamlets Talking Therapies. They offer psychological interventions for common mental health problems, such as anxiety, low mood, relationship issues, traumas and living with long-term health conditions.

The service has introduced a number of new interventions to help you to get through COVID-19 challenges.

Self-referrals are welcomed and encouraged. Please see their websites for further information or call the number below.

**Newham:** [www.newhamtalkingtherapies.nhs.uk](http://www.newhamtalkingtherapies.nhs.uk)  
or call: 020 8475 8080

**Tower Hamlets:** [towerhamletstalkingtherapies.nhs.uk](http://towerhamletstalkingtherapies.nhs.uk)  
or call: 020 8475 8080

#### Talk Changes

If you feel scared, anxious, upset or are having trouble eating or sleeping because of Coronavirus and the lockdown, you can also speak with someone from Talk Changes directly without speaking to your GP. This is a free NHS service to help you manage your mental health and wellbeing.

**City and Hackney:** You can speak to someone by calling 020 7683 4278 or visit [www.talkchanges.org.uk](http://www.talkchanges.org.uk)

#### North East London Foundation Trust (NELFT)

NELFT provides mental health services for adults and children across **Barking & Dagenham, Havering, Redbridge** and **Waltham Forest**. More information is available on their website: [www.nelft.nhs.uk/our-services](http://www.nelft.nhs.uk/our-services)

## Services for children and young people suffering from bereavement

### National

#### Child Line

For your people up to 19 years, contact Child Line on 0800 1111

#### Winston Wish

For children who are bereaved: [www.winstonswish.org/coronavirus](http://www.winstonswish.org/coronavirus)

#### Child Bereavement UK

For children who are bereaved: Includes a link to a guidance film that could be incorporated into a webinar.

Visit their [website](#) for full info.

National helpline: 0800 02 888 40

Online chat and resources: [www.childbereavementuk.org](http://www.childbereavementuk.org)

#### Cruse

For facts about the coronavirus and supporting children: [www.cruse.org.uk/coronavirus/children-and-young-people](http://www.cruse.org.uk/coronavirus/children-and-young-people)

#### Grief Encounter

Chat, support and resources for bereaved children and families. Tel: 0808 802 011 and website: [www.griefencounter.org.uk](http://www.griefencounter.org.uk)

#### NSPCC

[www.nspcc.org.uk](http://www.nspcc.org.uk)

The NSPCC has created a new webpage with information and advice for parents or carers who are worried a child or young person may be struggling with their mental health or has anxiety about Coronavirus. The webpage includes information on: talking about feelings and worries; keeping in touch and balancing screen time; ways to create structure and routine; and helping to give children a sense of control.

Talking to a child worried about coronavirus (COVID-19)

## Local

### CAMHS Disability

Specialist tier 3 NHS Child and Adolescent Mental Health service (CAMHS) for children with disabilities and emotional/behavioural and mental health concerns. Works with children and young people with moderate to profound learning disabilities.

Parents can contact CAMHS Disability to ask for support on **0207 014 7071**. Parents known to CAMHS Disability can self-refer on **0207 014 7071**.

### Child Bereavement UK (East London area)

Parents who have lost a child of any age - Young people up to the age of 25 who have lost a relative or close friend

Sharon Merchant - Bereavement Services Team Lead, East London  
**07984 453 822** [Sharon.merchant@childbereavementuk.org](mailto:Sharon.merchant@childbereavementuk.org)

### Kooth

Young people aged 11-19 years and living in City & Hackney (access determined by postcode)

[www.kooth.com](http://www.kooth.com)

### Specialist City and Hackney Child and Adolescent Mental Health Service (CAMHS)

Provides support and services to children and young people experiencing mental health problems. GP, Family Support Practitioner, Health Visitor, School Staff or Social Worker can refer - **0203 222 5600**. Young people who are 16 years or over and have already accessed the service within the last year can self-refer on **0203 222 5600**.

[cityandhackneycamhs.org.uk](http://cityandhackneycamhs.org.uk)

## For people suffering from the loss of a child or young person

### Compassionate Friends

The Compassionate Friends offer support to families after the death of a child of any age and from any cause: [www.tcf.org.uk](http://www.tcf.org.uk)

### Child Bereavement UK

Child Bereavement UK offers support for families and professionals when a child dies or when a child grieves national helpline **0800 02 888 40**

### Grief Encounter

Chat, support and resources for bereaved children and families.  
Tel: **0808 802 011** and website: [www.griefencounter.org.uk](http://www.griefencounter.org.uk)

## Services for different faith or nationality groups

### Muslim Bereavement Support Services

Culturally specific support for Muslim women (mothers):  
[mbss.org.uk/how-can-we-help-you](http://mbss.org.uk/how-can-we-help-you)

### Jewish Bereavement Counselling Service

Culturally specific support for Jewish families:  
[jbcs.org.uk/why-bereavement-counselling](http://jbcs.org.uk/why-bereavement-counselling)

### Bikur Cholim

Bikur Cholim Emotional Wellbeing Service - Orthodox Jewish Community **020 8800 7575** (Mrs Chontow or Mrs Scher)  
Visit their [website](#) for full info.

### Derman

Provides talking therapies for the Turkish-speaking community.  
Call **020 7613 5944** or email [services@derman.org.uk](mailto:services@derman.org.uk)

### UK Sikh healthcare chaplaincy group (UK SHCG)

UK SHCG provides services for healthcare chaplains and provides guidance on issues concerning the care of Sikh patients. We provide services to both the Sikh community and to chaplaincy departments across the NHS, and within hospices.  
Tel **07960 648623** or **07904 862791** Email: [sikhchaplaincy@gmail.com](mailto:sikhchaplaincy@gmail.com); Web: [www.sikhchaplaincy.org.uk](http://www.sikhchaplaincy.org.uk)