

When someone dies

Information and advice
following your bereavement



Please accept our condolences at this sad time.

This bereavement booklet has been developed to assist families and friends after a death.

It is split into two parts. The first part covers the practical matters that need to be sorted out when someone dies, and who is responsible for making sure these are dealt with. The second part addresses coping as time goes on, considering the effects of grief and loss, as well as providing information about available support. We encourage you to use it as a reference guide.

The days following a bereavement are very difficult. Unfortunately it is a period during which a number of matters must be dealt with. There are many decisions and arrangements that need to be made and dealing with the practicalities can feel overwhelming. All of this can be confusing and we hope this booklet will assist you during this time. You might find it helpful to seek support from someone else, like a family member, or someone outside the family whom you trust.

Loss is a deeply personal experience and we know that everyone has individual preferences. Therefore, it is important that you feel able to express your wishes, and seek support and advice so that we, and other people that support you, can best meet your needs. If you need additional help, please ask for it. There is a list of key useful contact numbers on page 4.

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Key contact numbers

Bereavement Office at Russells Hall Hospital
01384 244198

Registrars Office (Dudley and Stourbridge)
0300 555 2345

Black Country Coroners Office
0121 569 7200

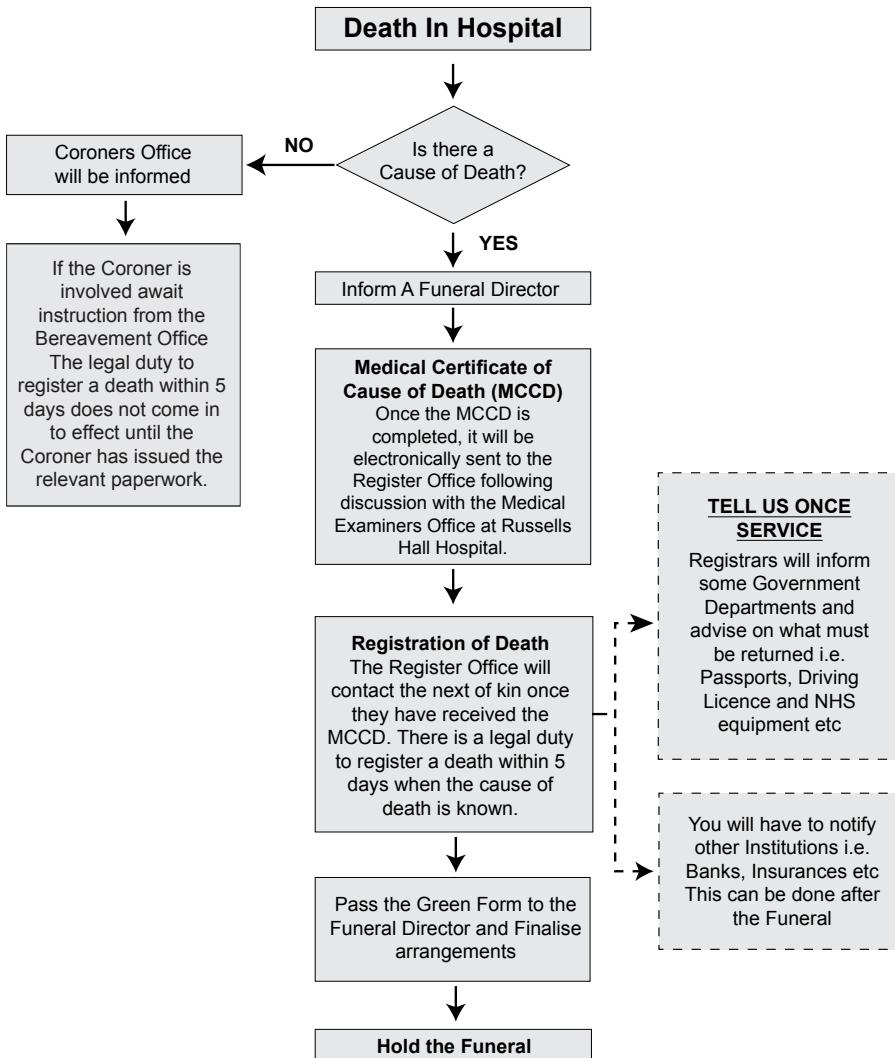
Dudley Council Plus
0300 555 2345

Department of Work and Pensions
0800 731 0469

Medical Examiners office at Russells Hall Hospital
01384 456111, Extension 3250/3251

Organ Donor Register
0300 123 2323

Patient Advice & Liaison Service (The Dudley Group)
0800 073 0510



Care after death

After your loved one dies, they will be cared for by staff at the hospital just as carefully and respectfully as when he or she was alive, and in accordance with his or her religious beliefs.

Viewing Arrangements

When a death has occurred within the hospital, you can either see your relative, friend or loved one at the hospital or you may wish to wait until they are transferred to the funeral directors.

The viewing room in the bereavement suite is open Monday to Friday from 9:30am to 4.00pm. Viewings are by appointment only by calling 01384 244198.

If you would like to see your loved one outside of these hours, please contact the ward or department where the death occurred and they will do their best to make the necessary arrangements.

Contacting a funeral director

You can begin to make funeral arrangements as soon as you feel ready to do so. You do not have to wait until you have the Medical Certificate of Cause of Death or have registered the death. Booking a specific date and time for the funeral may not be possible if the Coroner is involved.

Your funeral director will help you decide what is right for you so that you are able to pay your last respects and say your farewell in a way which feels right. They will be able to consider and advise you on any particular request and preferences you may have.

Medical Certificate of Cause of Death

The Medical Cause of Death Certificate is a legal document issued by a doctor who knows the cause of death and was involved in the care of the deceased. This can mean sometimes an unavoidable wait for the certificate, for example; if the relevant doctor concerned is not on duty for whatever reason. If the doctor has needed to get approval of a cause of death from the Coroner, this can also cause a delay. Until the cause of death is approved by the Coroner the doctor will not have permission to issue it.

For deaths outside of the hospital, the Medical Certificate of Cause of Death will be issued by the GP practice and electronically sent to the Registrar's Office. In some instances, or if there is Coroners involvement, there may be a different process. You will be notified if this is the case. One received the Registrar will be in touch with the next of kin to book an appointment to register the death.

If a death has occurred in the hospital, a member of the Medical Examiners Office will contact you when the Medical Certificate of Cause of Death has been completed.

The Dudley Medical Examiners Service

In line with current Government guidelines, all patients who die in hospital will have their treatment and stay reviewed by the Medical Examiners service. This process will involve a Medical Examiner reviewing the patients records and speaking to Doctors and Consultants who have looked after the patient before they have died. The process should not add any more time before the Medical Certificate of Cause of Death is issued.

When the review is complete, the next of kin will receive a call, usually from a Medical Examiners Officer, who will explain the cause of death and offer advice as to the next stages to take. You will also be given the chance to speak about the patient's time in hospital and ask any questions you may have. The Medical Examiners service will provide an opportunity to raise any concerns you may have, and if necessary, direct you to PALs or other services who may be able to help.

Medical Examiners contact details and opening times:

Monday to Friday (Excluding bank holidays)

08:30am - 5:00pm

Telephone: **01384 456111**, Extension **3250/3251**

Registration of death

Deaths must be registered within five days.

Arranging an appointment

The Registrar will contact the next of kin to arrange an appointment to register the death once they have received the Medical Certificate of Cause of Death. However, if you have any concerns, please call Council Plus on **0300 555 2345**.

The telephone line can be very busy and you may wait in a queue before speaking to the correct person. In this instance, there is an option to send an email direct to the Registrar's office (register.office@dudley.gov.uk). It is essential that you leave a contact name and number so that they can respond to your message as soon as they can.

Your appointment

It would be helpful if you can take along the following information if possible:

- The birth certificate of the person who has died.
- Marriage/civil partnership certificates if relevant.
- The medical card of the person who has died if you have it.

The Medical Cause of Death Certificate is a legal document issued by a doctor who knows the cause of death and was involved in the care of the deceased.

Sometimes there is an unavoidable wait for the certificate, if for example the doctor concerned is not on duty. If the doctor has needed to get approval of a cause of death from the Coroner, this can also cause a delay. Until the cause of death is approved by the Coroner the doctor will not have permission to issue it.

The Registrar will need the following information:

- The date and place of death.
- The date and place of birth.
- The full names and any other names used of the person who has died (and maiden surname if this applies).
- Their occupation.
- The usual address of the person who has died.
- Whether the deceased was in receipt of a pension or allowance from public funds.
- The full names of his/her husband/wife/civil partner and their occupation.
- If the deceased was married or in a civil partnership, the date of birth of the surviving spouse or civil partner.

The Registrar will give you:

A certificate for burial or cremation (known as the Green Form). This is for you to take to the funeral director so that the funeral can take place.

A certificate of registration of death (form BD8). This is for social security purposes only.

Certified copies of the death certificate. You may also need to purchase copies of the death certificate. A death certificate is a certified entry of death in the register. You may need these for banks, building societies, solicitors or for pension/insurance claims. The register office will be able to advise on the possible number of copies required, but there will be a charge for each copy. Please take a debit/credit card to your appointment.

Please be aware there is a fee for any death certificates issued.

Organ and tissue donation

Tissue donation can dramatically improve the quality of life for some individuals who are desperately in need. Most people can donate some tissue for transplant. Age and medical condition are not necessarily a barrier to donation.

Tissue donation is possible if your relative or friend has died within the last 24 hours. Our aim is to support the individual's wishes to be a tissue donor following death. They may have expressed a wish during their lifetime by joining the Organ Donor Register, carrying a donor card or have stated a desire to help others following their death.

There is a national number available 24 hours a day for advice:

0300 123 2323

Personal property

When someone dies in a place other than their own home there may be personal effects and property to be collected. There may also be equipment to be returned from the family home.

Collecting personal belongings can be a difficult experience. You may choose to take everything with you before you leave or to collect them at another time. Any items left on the ward are passed on to the Bereavement Team who will hand them to your chosen Funeral Director. Alternative, the belongings can be collected directly from the Bereavement Office by appointment only. To book an appointment please call 01384 244198. Please bring photo identification of the individual collecting any personal property.

If your relative or friend died at home, you may wish to remove any personal property or valuables before the undertakers arrive.

The District Nurse Team will arrange for the removal of any medical equipment and will also be able to advise you about the safe return of unused medications to the local chemist. Removal of other equipment, and large items such as wheelchairs and bathing aids can also be arranged by the District Nurse Team or the Council. Alternatively, they may give you a telephone number for you to arrange this when it is convenient.

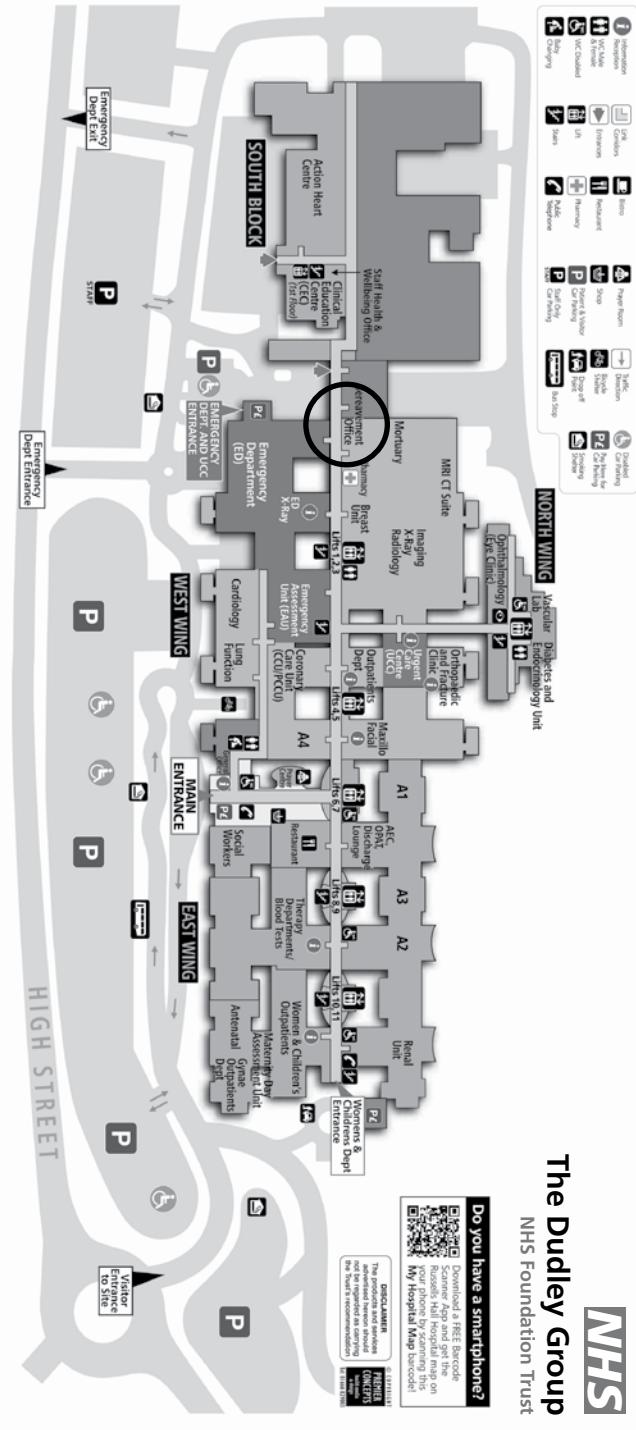
Bereavement office

Russells Hall Hospital

NHS Foundation Trust



DISCLAIMER
The products and services
advertised herein should
not be regarded as carrying
the Trust's recommendation



The Coroner

Black Country Coroner's Office Tel: 0121 569 7200

Under certain circumstances it is a legal requirement to inform the Coroner of a death. For example:

- If no precise cause of death can be established.
- If it follows an operation, or if it is possible that it could be due to a complication of surgery or anaesthetic.
- If it is not thought to be from natural causes.
- If it is due to an injury or a fall, however it happened, or if an accident or negligence is alleged.

When a death is reported to the Coroner's office, the Coroner will decide if a doctor can issue the death certificate (from either the hospital or community/GP practice depending on the place of death) or whether there will have to be a post mortem.

You will be contacted by a Coroner's liaison officer or family liaison officer who will support you throughout the time of the Coroner's involvement.

Coroner's post mortem

The Coroner may order a digital autopsy (full body scan) or a post mortem examination to determine the exact cause of death. The post mortem is usually carried out within the hospital.

If the Coroner orders a post mortem examination, it becomes a legal obligation. Therefore permission from relatives or the next-of-kin is not needed.

Once the results of the examination are known, if an inquest is not required, a certificate to register the cause of death will be issued by the Coroner's office.

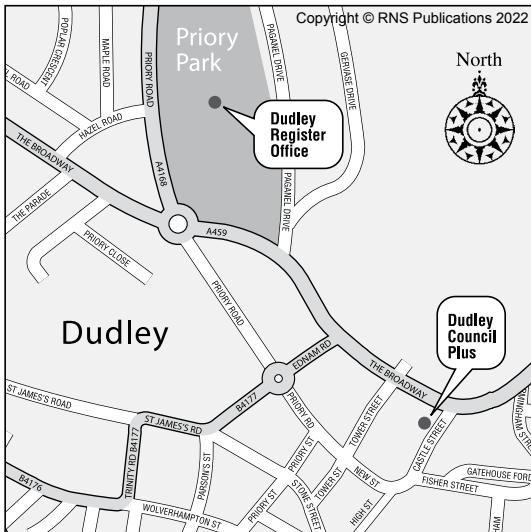
Hospital post mortem

Hospital post mortems are not needed by law but may be requested by doctors or the next-of-kin when they need more information regarding the death. This can help families and doctors understand the cause of death and may help others with a similar illness in the future.

The doctors have to ask your permission to perform a hospital post mortem and you will be asked to sign a consent form, if you agree. Tissue and blood samples may be taken if it is an unexpected death. You can request that these are returned to you and we would recommend you discuss this with the Coroner as appropriate.

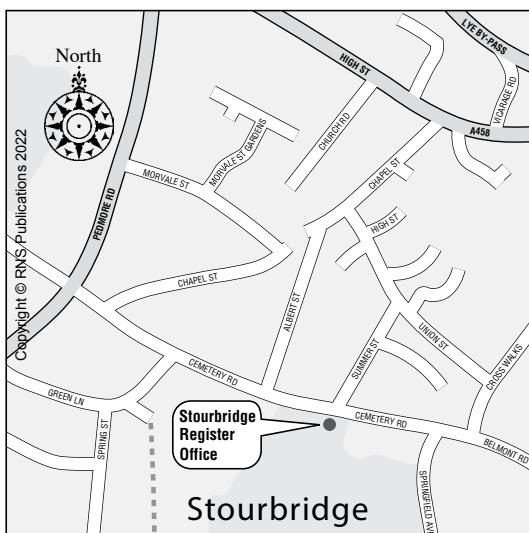
Hours of opening and map of Register Offices

Appointments are available Monday to Saturday.



Dudley Register Office,
Priory Hall, Priory Park,
Dudley, West Midlands,
DY1 4EU

Dudley Council Plus
Office, Council Offices,
259 Castle Street,
Dudley, DY1 1LQ



Stourbridge Register
Office,
The Thomas Robinson
Building,
Cemetery Road, Lye,
Stourbridge, DY9 8AN

Who do I need to tell?

Tell Us Once

Tell Us Once is a free service offered by the Dudley Registration Service at any death registration appointment. It means you simply ‘tell us once’ and the service will, on your behalf, notify some of the government organisations that need to know. This will ease your burden and greatly reduce the amount of time you need to spend contacting organisations about the death.

This service will provide the relevant information to the Department for Work and Pensions (DWP), who will pass that information onto the people who need to know. We really would urge you to take the opportunity to use the service, which will make things so much simpler and easier for you.

If you decide to use the Tell Us Once service we can tell the following departments and organisations of the death, on your behalf:

Council services

- Council housing
- Housing and council tax benefit
- Council tax
- Blue badges (cancelled if badge brought to the department)
- Adult social care (including attendance allowance)
- Children’s services
- Collection of payments for council services
- Electoral services

Government organisations

- Department for Work and Pensions
 - The pension, disability and carer's service.
 - Jobcentre Plus (please bring the deceased's national insurance number).
- HM Revenue and Customs
 - Child benefit.
 - Child tax credit and working tax credit.
 - Personal taxation.
- Identity and Passport Service
 - Passport cancellation (only if passport brought to appointment).
- Driver and Vehicle Licensing Agency
 - Driving licence cancellation (only if licence brought to appointment).
- Ministry of Defence, Service Personnel and Veterans Agency
 - War pensions scheme.

The Tell Us Once appointment

Using the Tell Us Once service when registering a death takes slightly longer; but is well worth using. The information you provide will be treated securely and confidentially. It will be used to update benefits, credits or to help start up services. You will need to bring along:

- Details of any benefits or services the deceased was receiving.
- The deceased's driving licence or driving licence number.
- The deceased's passport or passport number and town and country of birth.
- The name, address and telephone number of the next-of-kin (closest relative by blood or marriage to the deceased), as well as their national insurance number and/or date of birth (the entitlement of the next-of-kin to benefits may change as a consequence of the death).
- The national insurance number of any surviving spouse or partner.
- The name and address of the person dealing with the estate (if different).
- The verbal permissions of the last three people listed above must be obtained before you provide us with this information about them.

At the end of the appointment, you will be provided with a unique reference number and a list of all organisations and departments being notified on your behalf. If you have any future queries, you should contact Dudley Council Plus on 0300 555 2345.

Stopping Junk Mail to the recently deceased

If someone you know has died, the amount of unwanted marketing post being sent to them can be greatly reduced which helps to stop painful daily reminders.

By registering with the free service www.stopmail.co.uk the names and addresses of the deceased are removed from mailing lists, stopping most advertising mail within as little as six weeks. If you cannot access the internet you can call 0808 168 9607, where you will be asked for very simple information that will take only a few minutes to complete. Alternatively, ask the bereavement team for a leaflet that can be returned in the post.

This free of charge service provided by the Bereavement Support Network will actively reduce the unwanted marketing mail but also can help reduce the likelihood of identity theft following the death of someone close. The information is not used for any other purpose and you only have to complete this once. Additionally to Stop Mail a comparable service can also be accessed from the Bereavement Register or Deceased Preference Service if you would prefer to use them.

Arranging the funeral

The funeral

Before you begin to arrange the funeral, it is worth thinking about a few points. This may include whether the person who has died had any preferences about what they wanted their funeral to be like, and what sort of funeral you, and other family and friends may want.

When can I start to arrange the funeral?

You can begin to make funeral arrangements as soon as you feel ready to do so. You do not have to wait until you have the Medical Certificate of Cause of Death issued by a doctor, or registered the death.

Contact can be made with the Funeral Director to discuss any wishes or preferences. However, it is advised not to book a specific date or time for the funeral until the relevant paperwork has been issued.

How do I find a funeral director?

Most funeral directors belong to the National Association of Funeral Directors (NAFD) and/or the National Society of Allied and Independent Funeral Directors (SAIF).

These associations have their own codes of practice that must be followed to ensure consistent levels of service and standards.

Funeral costs

Funerals are expensive although basic costs tend to be similar. However, the final cost can vary considerably. Do not be afraid to mention your budget or obtain estimates from several undertakers.

The Citizens Advice Bureau and Age UK can provide some helpful advice and information about funeral costs. Their contact details are included at the back of this booklet.

Financial help may be available if you receive benefits or if the person who has died has no next-of-kin. Contact the Department of Work and Pensions (DWP) before making any arrangements.

Telephone: 0800 731 0469

www.gov.uk/browse/births-deaths-marriages/death

Burials abroad

If the person is to be buried in a country other than England or Wales, a funeral director will be able to assist you with this. When you register the death, you will need to obtain at least two certified copies of the death certificate (some consulates and embassies require more). You need to give the copies to your funeral director who will then obtain an 'Out of England Certificate'. Information for weekends/bank holidays will also be given in order to make the normal process quicker.

Probate

Probate is the legal authority to administer the estate. A Grant of Probate is an order of the Court giving one or more people the legal authority to administer the estate of the deceased in order to distribute it correctly to the beneficiaries.

You should try to find out if the deceased had made a will and whether it is held by their solicitor. This may contain information regarding the deceased's wishes for the funeral. It will also enclose the names of the executors or persons legally entitled to deal with the deceased's estate.

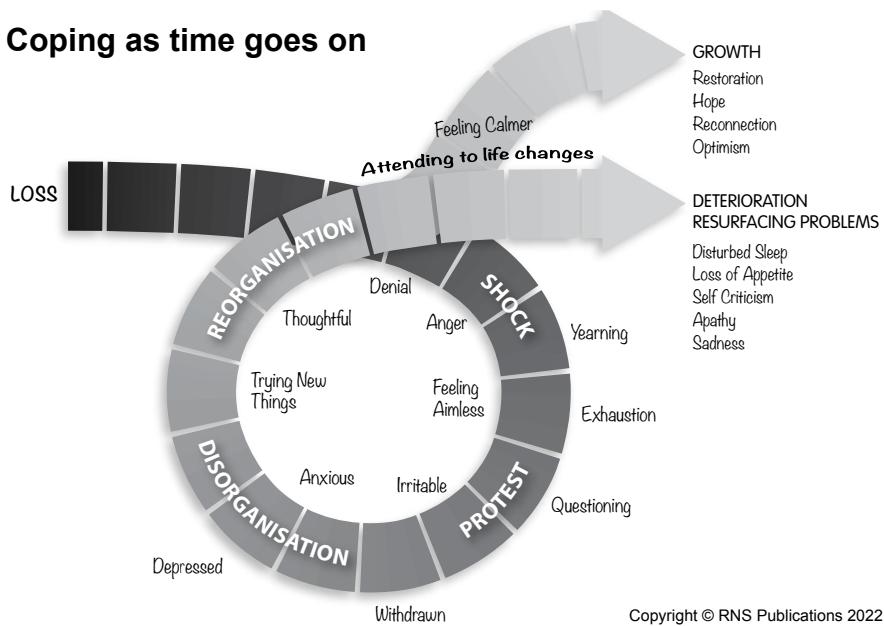
Your solicitor will assist you with the administration of the estate and any questions relating to taxation that may arise, for further information:

Bereavement Advice Centre
Telephone: 0800 634 9494
www.bereavementadvice.org

Department of Work and Pensions
www.dwp.gov.uk

Coping with a death

Coping as time goes on



For many, healing is not a case of 'moving on' from grief, but instead growing around It.

The experience of grief

This diagram is intended to demonstrate that there is no set pattern or experience of grief. Maybe you will recognise and identify with some of this in your experiences and know that others have felt something similar. Moving towards a sense of recovery where you learn to live with your relative/friend's death can sometimes feel like finding a 'new normal'.

Grief knocks you off balance. You may find yourself having to cope with a world which feels very different as you go through a process of mourning.

Grief is a painful process. Everyone is different but there are some common experiences such as:

- Anxiety.
- Vivid memories.
- Problems with sleeping.
- Feeling of sadness and longing.
- Mood swings.
- Feelings of anger.
- Feelings of guilt or shame.
- Changing personality/behaviour.
- Difficulty in caring for others.
- Work difficulties.

In the initial shock of a loss, people can feel a sense of numbness and disbelief. You may feel detached and separate from others you love, even if they are physically close. Life can feel very chaotic. You may not feel anything at all.

Alongside the deep pain and sadness, you may feel agitated and angry about what has happened, and you may even feel anger towards the person who had died. This can result in feelings of guilt and further detachment.

You may think that you are going mad, that things do not make sense, you cannot concentrate. You may struggle to organise things as you have done before.

Over time these agitated feelings may shift to deep fatigue, depression and exhaustion and then move towards a position of reflection, feeling calmer and better able to try new things.

You may fear forgetting or remembering wrongly, and this can and does happen. Trust there will always be a part of them in your life.

As part of the cycle of any loss, in times of pain and weakness, it is not unusual for old feelings to resurface (or memories of earlier losses) and to feel that things are deteriorating emotionally. This may take you back through things you may feel you have already overcome. Trust in your own resources, get plenty of rest and use the support available to you; family, friends and more formal support agencies' (contact details at the back of the booklet).

In grief you will experience different kinds of coping and shift back and forth between these two approaches. It's okay to experience grief in doses. At times you will face your loss head-on, and others you'll focus on fulfilling practical needs and life tasks, and once in a while you will need to take a break and find respite.

“The Mourner’s Bill of Rights” by Alan Wolfelt (2007)

1. You have the right to experience your own unique grief.
2. You have the right to talk about your grief.
3. You have the right to feel a multitude of emotions.
4. You have the right to be tolerant of your physical and emotional limits.
5. You have the right to experience ‘griefbursts’.
6. You have the right to make use of ritual.
7. You have the right to embrace your spirituality.
8. You have the right to search for meaning.
9. You have the right to treasure your memories.
10. You have the right to move toward your grief and heal.

What may help during this time?

There are some fundamental things you can do to help yourself in regard to your overall wellbeing:

- Don't be rushed by the expectations of others. There are no rules.
- Try not to hurry the healing process, take it at your own pace.
- Do try to look after yourself. Get plenty of rest. Try spending a little time with others.
- Ask for help and support from family, friends or a support group.
- Do talk about the person who has died to people who understand.
- Ask for help.

The following website provides some very useful information:

www.nhs.uk

The NHS choices website is an excellent source of information for the range of emotional concerns and challenges which are common in bereavement. As well as information on grief and bereavement, there is an excellent Moodzone section which has a self assessment tool, as well as valuable information on improving your wellbeing.

If you don't have a computer or feel confident using the internet, local libraries can help you access this information.



lets-get.com/healthy-lifestyles/mental-wellbeing/five-ways-wellbeing

The 'Five ways to wellbeing' have been identified through extensive reviews of research and expert opinion as simple actions that anyone can take that will have a positive impact on their day to day wellbeing.

Small changes can make a big difference. Building just five actions into our daily lives can increase wellbeing.

This is all about taking action to make change – the more you put in, the more you are likely to get out. Planning and preparation is key, so remember to use a diary to schedule planned activities and involve your friends and family. Positive mental wellbeing does not mean that you never experience feelings or situations that you find difficult but it does mean that you feel you have the resilience to cope when times are tougher than usual.

Finally, know that you will not always feel as bad as you do now. Getting through each day after a death may feel like a challenge, but by focusing more and more on today and less on yesterday you will make progress. The landscape of your life may have changed dramatically but the changes will slowly start to feel more bearable.

Seeking help

If you are struggling with grief or simply finding it really hard, there are a number of organisations that can help.

It is a good idea to speak with your GP or someone who can help you get the care you need.

We have included a list of local and national support organisations used to supporting people in bereavement.

Support is available, if you don't find the support that suits you, keep asking and looking.

Talking to children about death and grief

Include them as much as you can, tell them as much as you can, reassure them as much as you can.

Evidence tells us that the best support a child can get in grief is seeing the adults around them grieving. Like adults, they too find it hard to understand and cope if they are not told what is happening. When information is kept from children, sometimes their imagination can make the situation far more frightening as they seek to make sense of what is happening around them. It can lead to them feeling isolated and excluded.

- Use simple language when talking with them.
- Give them time and the opportunity to ask questions.
- Give them plenty of love and reassurance.
- Share your own emotions, this helps children to learn that it is okay and healthy to express emotions.
- Give children the space and opportunity to draw, write stories, and express themselves as they wish in order to say goodbye to the person who has died.
- Offer children the opportunity to participate in the funeral if they wish to, and you feel comfortable with that.

It is a good idea to speak to the school or college that your child attends so that they can also offer support. Talk to your child about this.

Finally, if you are worried, that's that time to seek help. Arrange an appointment and talk through your concerns with your GP.

Support organisations

We have listed several organisations used to dealing with bereavement. It is sometimes easier to talk to a stranger on the telephone about the way you feel rather than someone that is close to you.

Age UK

www.ageuk.org.uk

0800 055 6112

Local contact (01384) 354508

Offers advice, information and services for the elderly and their carers.

Chaplaincy Services – Russells Hall Hospital

(01384) 456111

Chaplains are available to offer listening and pastoral care and can give advice on funeral arrangements.

Cherish Bereavement Support Group (the Biscuit Club)

Cherish Bereavement Support group understand that it can be a bit difficult to share your thoughts about bereavement with family and friends. This is a friendly group where you will be with other people who can appreciate and identify with your feelings if you wish to share them. They enjoy various topics of conversation, with some laughter and maybe some occasional tears. Group members come from a range of areas – Halesowen, Blackheath, Tipton, Oldbury, Dudley and Cradley. So all areas are welcome.

Drinks and biscuits are available which is why the group is referred to as the “Biscuit Club”. A donation of £1.50 is welcomed to cover the cost of the room and a cup of tea/coffee and biscuits.

Meetings take place at the Parochial Hall, Vicarage Road, Blackheath every Wednesday morning from 11-12 noon. The group also aim to meet socially as well as at the weekly meeting and have other activities going on throughout the year.

A quiet room is available should you need it and counselling is available.

For further information please contact Lisa Harvey on 07426 170549 or bbsg2016@gmail.com.

Child Bereavement UK

Child Bereavement UK supports families and educates professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement. Their vision is for all families to have the support they need to rebuild their lives. They provide confidential support, information and guidance.

Professionally trained bereavement support workers are available to take calls Monday to Friday 9am to 5pm.

Tel: 0800 02 888 40

www.childbereavementuk.org

Citizens Advice Bureau (CAB)

The Dudley District Citizens Advice Bureau provide free, independent and confidential information and advice. They make a positive difference in the community by enabling clients to help themselves and by campaigning for change.

General advice is available at www.adviceguide.org.uk

Telephone advice is available by calling 03444 111 444 (Monday to Friday - 10am to 4pm). Calls to this number are directed to the Black Country Advice line team.

Compassionate Friends

www.tcf.org.uk

0345 123 2304

An organisation of bereaved parents and their families offering understanding and support.

Cruse

Cruse Bereavement Care is the leading national charity for bereaved people in England. They offer support, advice and information to children, young people and adults when someone dies and work to enhance society's care of bereaved people.

Cruse offers face-to-face, telephone, email and website support. These services are provided by trained volunteers and are confidential and free.

As well as local services, including a number of groups based in Sedgley, they also have a free phone national helpline and a website specifically for children and young people.

Wolverhampton & Dudley: 01902 420055

National Helpline: 0808 808 1677

Website: www.cruse.org.uk

Their website, hopeagain.org.uk, is designed for young people by young people. It includes information and forums where young people can share their experiences.

Edwards Trust

www.edwardstrust.org.uk

0121 454 1705

Offers a wide range of local support services to anyone affected by the death of a child aged 18 or under.

Grief Encounter

Grief Encounter is one of the UK's leading bereaved child charities, providing free, pioneering services and support to bereaved children, young people and their families.

Services include: Specialist resources, E-counselling service, Family programmes of support and Grieftalk – new confidential helpline, staffed by trained professionals, to support bereaved children or families with immediate advice and guidance.

Call us, Instant Chat or Email us Monday to Friday, 9am-9pm.
Advice, support and information are only a click away.
Grief Talk Number: 0808 802 0111

1-2-1 Counsellor Chat – griefencounter.org.uk
Helpline Email: grieftalk@griefencounter.org.uk

Omega care for life

www.omega.uk.net

Omega the National Association for End of Life care has developed a free bereavement support programme and hosts a friendly, follow-on Meeting Point Support Group which meets regularly in Stourbridge. Facilitated bereavement sessions take place at St James's Church Hall, in Wollaston. Participants share experiences and learn from one another.

The programme will help you begin to focus on the future. You will develop coping skills and a personal plan for moving forward with life.

Please telephone 0845 259 3163 or email carers@omega.uk.net for details of the next sessions or visit the omega website www.omega.uk.net

Omega is also the home of Chatterbox Action Against Loneliness and Crisis Support Programme a confidential telephone support service.

To find out more telephone 0845 259 3163 or email chatterbox@omega.uk.net

PALS

The Patient Advice and Liaison Service (PALS) The Dudley Group offers confidential free advice and support to patients, their relatives and carers who use NHS services.

PALS can:

- Provide you with information
- Help you with any health-related enquiries
- Help resolve concerns or problems
- Provide information about the NHS complaints procedure

Tel 0800 073 0510 or email dgft.pals@nhs.net

Road Peace

www.roadpeace.org
0800 160 1069

Provides support and information and local contact for those bereaved or injured in a road crash.

Samaritans

www.samaritans.org
jo@samaritans.org
116 123
Local contact (01384) 78111

Samaritans provide confidential, non judgemental emotional support 24 hours a day.

Stourbridge Bereavement Support Group

TLC is a small friendship based group, which meets at Chawn Hill Church Centre, Chawn Hill Stourbridge. They offer support by creating a safe space so that you can meet with others, who appreciate and identify with the experiences and feelings of bereavement that you are facing.

They also have social events for example lunchtime meals at local pubs and restaurants and occasional outings.

For more information contact:
Anita Tollerton 07964 858349
vatollerton@outlook.com

Maureen Giles 07758 709671
maureengiles7@hotmail.co.uk

Chawn Hill Church Office 01384 397287
admin@chawnhillchurch.org.uk

Survivors of Bereavement by Suicide (SOBS)

www.uksobs.org
0300 111 5065
Local contact (01922) 724841

Self help group which offers support to families and friends of those who have been bereaved by suicide.

The Silver Line – Helpline for Older People

www.thesilverline.org.uk 0800 4 70 80 90

The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

The Silver Line helpline provides three functions to support older people:

- a sign-posting service to link them into the many, varied services that exist around the country
- a befriending service to combat loneliness
- a means of empowering those who may be suffering abuse and neglect, if appropriate to transfer them to specialist services to protect them from harm

Way Widowed & Young

www.widowedandyoung.org.uk

An organisation for people who have become widows or widowers at a young age (under the age of 50).

White House Cancer Support, Ednam Road, Dudley

The White House are able to provide one-to-one as well as group support for those who have lost a loved one to cancer. Please call the White House on 01384 231232 for further information or look on their website.

www.support4cancer.org.uk

Winston's Wish

www.winstonswish.org

08088 020 021

Winston's Wish national helpline offers support, information and guidance to all those caring for a child or young person who has been bereaved.

Important information about this booklet

The aim of the booklet is to provide some useful help and advice during your bereavement. The information in the booklet was correct at the time of going to print.

However, if you have any feedback or comments on this booklet, please contact the Patient Advice and Liaison Service on

Freephone: 0800 073 0510

Finally, please be assured that you have our sympathy at this time. We hope the information contained in this booklet has been helpful.

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