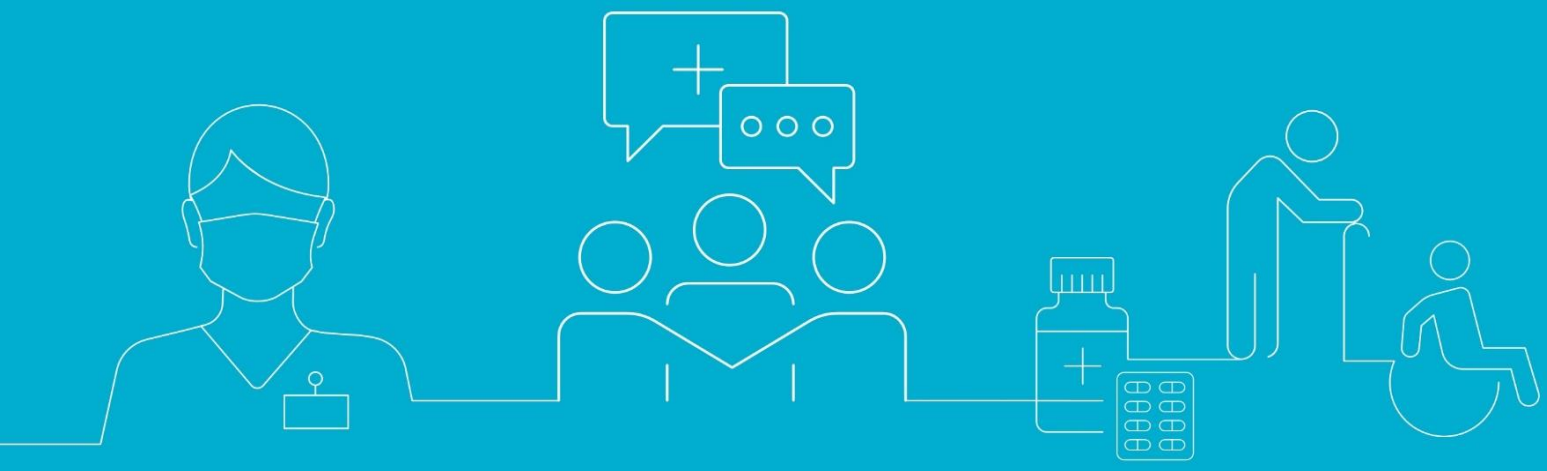


BEREAVEMENT SERVICES & SUPPORT

FOR ST HELENS RESIDENTS THAT ARE EXPERIENCING BEREAVEMENT OR LOSS



#STHELENSTOGETHER

NHS
Cheshire and Merseyside

ST HELENS
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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:

- Funeral Experts offers free, impartial advice to help you understand your funeral options and compare funeral directors by distance and price. They also provide practical bereavement support, assisting with paperwork and helping you navigate the next steps with compassion and care. For more information, visit www.funeralexperts.com or call **0800 086 8887**
- 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: **Guardian's Allowance: Eligibility - GOV.UK**

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** **or call: 0808 808 1677**
- 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
- Samaritans – Mental Health Support – call: **116 123**
- Age UK: The Silver Line Helpline run by Age UK is a free, confidential telephone service for older people. It provides friendship, conversation and support 24 hours a day, 7 days a week call free on **0800 4 70 80 90**
- Age UK: Offer free confidential, up-to-date information, such as Befriending support and finding local groups for those 50+ Email: **enquiries@aukmm.org.uk** or Telephone: **03000 031992** open Monday to Friday 9.30am - 1pm.
- Age UK: St Helens Men's Group, a local group for men 50+ in St Helens on Thursday 12.30pm - 02.30pm, Fee - £2.50, Mansion House, Victoria Park, City Road, St Helens, WA10 2UE

- Age UK: Community Companions offer practical companionship to help lonely or isolated older people re-engage with life outside their home. Email: **communitycompanions@aukmm.org.uk** or Telephone: **0300 003 1992** open Monday to Friday 9.30am - 1pm.
- CALM are taking a stand against suicide by provoking conversation, running life-saving services, and bringing people together so they reject living miserably. Visit **Homepage | Campaign Against Living Miserably (CALM)** website for more information.
- St Helens Council Mental Health and Wellbeing Support**: Find mental health support - St Helens Borough Council**
- 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: **stmaryandstthomas@rcaol.org.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 admin.minster@churchsthelens.org**
- **Roman Catholic – Fr Michael Harwood: St Thomas of Canterbury Presbytery, Green Lane St Helens WA10 6SE Tel: 01744 751990 E-mail: stmaryandstthomas@rcaol.org.uk**
- **Other Christian denominations – St Helens Christian Life Centre: 01744 617 148**
- **Islam – Iman Trust: Iman Zakariyya Tel: 07778 835358 Email: mzakariyyapatel@gmail.com**
- **Church of Latter-Day Saints (Mormon) – The Church of Jesus Christ of Latter-Day Saints: 07812 274501**
- **Jehovah's Witness – Kingdom Hall of Jehovah's Witnesses: 01744 851881**
- **Judaism – info@mjccshifrin.co.uk: 0151 733 2292**



Further local and national support

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

NHS 111

Anyone needing urgent mental health support can now call **NHS 111** and select the mental health option for 24/7 access to urgent support.

Mersey Care 24hr Mental Health Crisis Line

Mersey Care NHS Foundation Trust have a 24hr mental health crisis line for St Helens, Knowsley, Warrington and Halton: CALL: **0800 051 1508**

Children and Adolescent 24/7 Mental Health Crisis Response Team

This Mersey Care service is available for children and young people up to the age of 18, who are registered with a GP in Halton, Knowsley, St Helens and Warrington. Available 24 hours a day, 7 days a week. CALL: **01744 415 640**

Service	For whom	Support provided	Contact details
Child Bereavement UK	Adults, children and young people	They provide 1 to 1 support for children and young people under the age of 25 who have had anyone important to them die. "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.	Website: https://www.childbereavementuk.org/ Tel: 01928 577164 National Helpline: 0800 02 888 40
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.	Tel: 0151 430 8736 Email: bereavement@willowbrookhospice.org.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
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	Parents who have lost a	Advice and support provided and reassurances when	Whiston Hospital Bereavement Midwife: Julie Sanderson

Ward (and gynae ward if loss is pre 13 weeks)	**child in hospital**	**patient is having another pregnancy. Signpost on to Alder Centre, Listening Ear and Miscarriage Association.**	**Matron: Jacqui Kourellias** **Urgent enquiries: 0151 426 1600** **Email: bereavement.midwives@sthk.nhs.uk**
Whiston and St Helens Hospital Bereavement and Advice Service	**People who have been bereaved in the hospital setting**	**Provides practical advice around obtaining death certificates, arranging funerals and signposts to other services.**	**Tel: 0151 430 1336 or 0151 430 1412 (excluding bank holidays and weekends) between the hours of 9:00am and 5:00pm**
Whiston Hospital Specialist End of Life and Palliative Care Teams	**Support for people who are at end of life and those who are palliative and their carers/ families**	**The service offers an advisory and supportive service for patients, families and staff.**	**Tel: 0151 290 4266**

Service	For whom	Support provided	Contact details
Cruse Bereavement Care	**Adults**	**The Cruse Bereavement Care freephone national helpline is staffed by trained bereavement volunteers, who offer emotional support to anyone affected by bereavement.**	**Tel: 0808 808 1677** **https://www.cruse.org.uk/**
SOBS (Survivors of Bereavement by Suicide)	**Adults and children**	**Survivors of Bereavement by Suicide (SOBs) is a self-help group for those who have been bereaved by suicide.**	**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 Bettle Foundation that supports people through complex bereavement**	**Website:** https://www.caringconnections.org.uk/ **Tel: 0151 289 2761**

Service	For whom	Support provided	Contact details
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
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 DiAmond	Children and young people	Support for children who have witnessed domestic abuse.	Website: https://listening-ear.co.uk/diamond/ Tel: 0151 488 6648
Alder Centre	Adults, children and families	Counselling and support services for anyone affected by the death of a child. Support to those whose baby has died in Alder Hey, the community and for people whose child has died elsewhere.	Tel: 0151 252 5391 Email: alder.centre@alderhey.nhs.uk

Service	For whom	Support provided	Contact details
Winston's Wish	Adults and children	Bereavement support for young people, parents, carers and professionals who are looking for childhood bereavement advice and support.	Freephone national helpline: 08088 020 021 Website: www.winstonswish.org
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.	Tel: 0300 102 0044 Text: 07451 273 710 Email: info@chrysaliscentre.org 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

Service	For whom	Support provided	Contact details
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 Monday to Friday 10:00 to 13:00 and 19:00 to 22:00 Weekends: 19:00 to 22:00 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 Email: helpline@tcf.org.uk Website: https://www.tcf.org.uk/
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-5pm Email:bereavementsupport@griefencounter.org.uk 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 Download from Play 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 Email: sthelens.info@cgl.org.uk 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

Service	For whom	Support provided	Contact details
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.	Download from the App Store Download from the Play Store
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 at St Helens Crematorium)	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
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	Download from the App Store Download from the Play Store
Railway Mission	The railway community and members of the public affected by rail operations.	Offers year around support, especially during an individual's time of loneliness, stress, depression, bereavement or illness.	Tel:0203 887 7000 Email:Support@railwaymission.org Website: https://www.railwaymission.org
Muslim Bereavement Support Service	Women	Offers a free and confidential support service for women who have a lost loved one. The nationwide service works remotely with women, offering 6-8 sessions of support,	Tel:020 34787333 Email:info@mbss.org.uk Website: www.mbss.org.uk
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	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#

Service	For whom	Support provided	Contact details
		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)	
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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