Useful contacts

Support for bereaved parents, families and carers
Useful contacts and support services
Bereavement is one of the hardest life experiences we may face and coping with the death of a young son or daughter can be the hardest of all. The loss of a child can feel like an isolating, lonely experience. For some families, talking to others in similar circumstances can be helpful in getting through the worst times. Bereavement can also bring about practical, legal and financial issues that require advice and assistance.

This booklet contains information about sources of support that you may find helpful in the difficult days, weeks and months ahead. It contains the following sections:

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The information is checked regularly and we do our best to keep it up-to-date. From time to time, organisations’ contact details may change. We are sorry if you find any errors or inaccuracies. Please contact us if this causes you any difficulties.

Support within NHS Lothian

Hospital Chaplains
Hospital chaplains offer spiritual care to all, regardless of faith or belief. They can also help you contact a representative from your own religion or belief community. Staff can contact a chaplain for you, or you can phone the hospital switchboard and ask the operator to radiopage the on-call chaplain.

Royal Hospital for Sick Children: 0131 536 0000
St John’s Hospital: 01506 523 000
NHS Lothian Bereavement Service
Provides advice and information on what to do after a death and can help you find sources of bereavement support and counselling.
Phone: 0131 242 6995
Open: Mon - Fri, 9am - 5pm
Email: bereavement.service@nhslothian.scot.nhs.uk
Website: www.nhslothian.scot.nhs.uk/bereavement

Support for bereaved parents and families

Child Death Helpline
Provides a confidential listening service to anyone affected by the death of a child of any age. It offers support to parents, grandparents, siblings, other family members, friends or involved professionals and is staffed by volunteers who have all been bereaved.
Helpline: 0800 282 986
Freephone from a mobile: 0808 800 6019
Open: Mon - Fri, 10am - 1pm
   Tues and Wed, 1pm - 4pm
   Every evening, 7pm - 10pm
Email: contact@childdeathhelpline.org
Website: www.childdeathhelpline.org.uk

Child Bereavement UK
Provides support and information to anybody affected when a baby or child of any age dies or when a child is bereaved.
Helpline: 0800 028 8840
Open: Mon - Fri, 9am - 5pm
Email: support@childbereavementuk.org
Website: www.childbereavementuk.org

The Compassionate Friends
An organisation of bereaved parents, siblings and grandparents offering support and care for others who have suffered the death of a child (at any age).
Helpline: 0345 123 2304
Open: Every day, 10am - 4pm and 7pm - 10pm
Email: helpline@tcf.org.uk
Website: www.tcf.org.uk
Care for the Family - Bereaved Parents Support
Telephone befriending, events and away days for bereaved parents and bereaved adult siblings. Care for the Family has a Christian ethos but their resources and support are available to people of any faith or none.
Phone: 029 2081 0800
Email: mail@cff.org.uk
Website: www.careforthefamily.org.uk

Cruse Bereavement Care Scotland
Helpline and local branches providing bereavement counselling. Some branches can also provide counselling for children and young people.
Helpline: 0845 600 2227
Open: Mon - Fri, 9.30am - 5pm
Email: info@crusescotland.org.uk
Website: www.crusescotland.org.uk

Cruse Bereavement Care (in England, Wales and Northern Ireland)
Helpline: 0844 477 9400
Open: Mon - Fri, 9.30am - 5pm
Email: helpline@cruse.org.uk
Website: www.cruse.org.uk

Children’s Hospice Association Scotland
Bereavement support is available for families who have used CHAS’s services (Rachel House, Robin House and CHAS at Home), but may also be available, if appropriate, for those who have not.
Phone: 0131 444 1900
Open: Mon - Fri, 9am - 5pm
Email: info@chas.org.uk
Website: www.chas.org.uk

Kindred (formerly SNIP)
Kindred is a parent-led organisation providing emotional and practical support to families of children with disabilities and additional needs, regardless of their circumstances.
Helpline: 0131 536 0583
Open: Mon - Fri, 9am - 5pm
Email: kindred.enquiries@gmail.com
Website: www.kindred-scotland.org
Support for bereaved children and young people
See also: Child Bereavement UK & Cruse (in previous section)

**Richmond’s Hope**
A local charity providing support for bereaved children and young people aged 4-18 years in Edinburgh and Midlothian. Also offers telephone advice and support.
Phone: 0131 661 6818
Open: Mon - Fri. 9am - 5pm
Email: info@richmondshope.org.uk
Website: www.richmondshope.org.uk

**Winston’s Wish**
A charity offering support and guidance to bereaved children, their families, professionals and anyone concerned about a bereaved child.
Helpline: 08452 03 04 05
Open: Mon - Fri, 9am - 5pm and Wed 7pm - 9.30pm
Email: info@winstonswish.org.uk
Website: www.winstonswish.org.uk

**Hope Again (formerly RD4U)**
Hope Again is Cruse Bereavement Care’s website for young people who have been affected by someone’s death. It offers a safe place where young people facing grief can share their stories with others.
Helpline: 0808 808 1677
Open: Mon - Fri, 9.30am - 5pm
Email: helpline@cruse.org.uk
Website: www.hopeagain.org.uk

**Grief Encounter**
Support for bereaved children, young people and their families including a helpline, online resources, workbooks and e-counselling (through Skype) for young people aged 14+.
Phone: 020 8371 8455
Open: Mon - Fri, 9am - 5pm
Email: support@griefencounter.org.uk
Website: www.griefencounter.org.uk
Support when a baby dies

**SANDS Lothians**
A local charity covering Edinburgh and the Lothians, offering support to parents who experience the death of a baby through miscarriage, stillbirth or soon after birth. Services include counselling, befriending and support groups.
Phone: 0131 622 6263
Open: Mon - Fri, 9.30am - 3pm
Email: info@sands-lothians.org.uk
Website: www.sands-lothians.org.uk

**SiMBA**
A local charity providing support groups, memory boxes and memorials for parents whose babies die during pregnancy or soon after birth.
Phone: 01368 860 141
Email: team@simbacharity.org.uk
Website: www.simbacharity.org.uk

**Sands (Stillbirth and Neonatal Death Charity)**
Sands supports anyone who has been affected by the death of a baby before, during or shortly after birth.
National Helpline: 020 7436 5881
Open: Mon - Fri, 9.30am - 5.30pm, Tue & Thu, 6pm - 10pm
Email: helpline@uk-sands.org
Website: www.uk-sands.org

**Scottish Cot Death Trust**
Provides support and information to families bereaved by cot death. Services include counselling, befriending (for bereaved parents and grandparents) and family days. Also funds research into the causes of cot death.
Phone: 0141 357 3946
Email: contact@scottishcotdeathtrust.org
Website: www.scottishcotdeathtrust.org
Support following murder or suicide

**Petal Support** (People Experiencing Trauma and Loss)
A Scottish charity providing practical and emotional support, advocacy, group support and counselling for families and friends of murder and suicide victims.
Phone: 01698 324502
Open: Mon - Thurs, 9am - 5pm Fri, 9am - 4pm
Email: info@petalsupport.com
Website: www.petalsupport.com

**Survivors of Bereavement by Suicide**
Offers a range of support for adults over 18 who have been bereaved by suicide.
Helpline: 0300 111 5065
Open: Every day, 9am - 9pm
Email: sobs.support@hotmail.com
Website: http://uk-sobs.org.uk

General emotional support and helplines

**Samaritans**
Support for anyone feeling down, worried or struggling to cope. You don’t have to be suicidal to get in touch. Day or night, someone is always there to listen.
Helpline: 08457 90 90 90
Text: 07725 90 90 90
Open: 24 hours a day, 365 days a year
Email: jo@samaritans.org
Website: www.samaritans.org

**Breathing Space**
A confidential helpline for anyone in Scotland feeling low, anxious or depressed. Operates overnight during the week and 24 hours a day at the weekend, when other support may not be available.
Helpline: 0800 83 85 87
Open: Mon - Thurs, 6pm - 2am
   All weekend: Friday 6pm – Monday 6am
Website: www.breathingspace.scot
Support with practical and financial issues

Department for Work & Pensions Bereavement Service
DWP helpline to check if you can claim help with funeral costs or any other benefits.
Phone: 0345 606 0265 (or Textphone: 0345 606 0285)
Open: Mon-Fri, 8am - 6pm

Down to Earth (part of Quaker Social Action)
If you are worried about paying for a funeral, Down to Earth offers free advocacy and practical guidance, and can help you apply for financial assistance.
Phone: 020 8983 5055
Open: Mon-Fri, 10am - 4pm
Website: www.quakersocialaction.org.uk

REACT (Rapid Effective Assistance for Children with potentially Terminal Illness)
Charity offering financial support to families of children with a life-limiting illness. May be able to help with funeral and memorial costs.
Phone: 020 8940 2575
Open: Mon-Fri, 9am - 5pm
Email: react@reactcharity.org
Website: www.reactcharity.org

Citizens Advice Bureau
Advice on a range of issues including money, debt, benefits, legal issues and housing. Details of local branches can be found in the Phone Book or online at www.cas.org.uk.

The Money Advice Service
A free, impartial money advice service set up by the government.
Phone: 0300 500 5000
Open: Mon-Fri, 8am - 8pm
Sat 9am-1pm
Website: www.moneyadviceservice.org.uk