

# Useful contacts and information

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A guide 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 child 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 NHS Lothian Spiritual Care Service

Hospital Chaplains offer spiritual care to everyone, 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 one of the numbers below and ask to be put through to the Chaplain.

**Royal Hospital for Children and Young People: 0131 536 1000**

**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](mailto:bereavement.service@nhslothian.scot.nhs.uk)

**Website:** <https://services.nhslothian.scot/BereavementService>

## Support for bereaved parents and families

### 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

**Email:** [helpline@childbereavementuk.org](mailto:helpline@childbereavementuk.org)

**Website (including live chat):** [www.childbereavementuk.org](http://www.childbereavementuk.org)

### Cruse Bereavement Care Scotland

Helpline and local branches providing bereavement counselling. Some branches can also provide counselling for children and young people.

**Helpline:** 0808 802 6161

**Email:** [info@crusescotland.org.uk](mailto:info@crusescotland.org.uk)

**Website:** [www.crusescotland.org.uk](http://www.crusescotland.org.uk)

### Child Death Helpline

Provides a confidential listening service to anyone affected by the death of a child of any age. Offers support to parents, grandparents, siblings, other family members, friends or involved professionals. Staffed by volunteers who have all been bereaved.

**Helpline:** 0800 282 986

**Open:** Mon, Thu & Fri 10am-1pm, Tue & Wed 10am-4pm, every evening 7pm-10pm

**Email:** [contact@childdeathhelpline.org](mailto:contact@childdeathhelpline.org)

**Website:** [www.childdeathhelpline.org.uk](http://www.childdeathhelpline.org.uk)

## Team Jak

A local charity offering practical, social and bereavement support to families affected by cancer and related illnesses in a child or young person, age 0-25.  
Phone: 01506 412 302

**Email:** [info@teamjak.org.uk](mailto:info@teamjak.org.uk)

**Website:** [www.teamjak.org.uk](http://www.teamjak.org.uk)

## 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). Open every day of the year, 10am-4pm and 7pm-10pm.

**Helpline:** 0345 123 2304

**Email:** [helpline@tcf.org.uk](mailto:helpline@tcf.org.uk)

**Website:** [www.tcf.org.uk](http://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](mailto:mail@cff.org.uk)

**Website:** [www.careforthefamily.org.uk](http://www.careforthefamily.org.uk)

## Children's Hospices Across Scotland (CHAS)

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

**Email:** [support@chas.org.uk](mailto:support@chas.org.uk)

**Website:** [www.chas.org.uk](http://www.chas.org.uk)

## Kindred

Kindred is a parent-led organisation providing emotional, practical and financial help and support including access to counselling for families of children with complex needs.

**Helpline:** 0800 031 5793

**Email:** [enquiries@kindred-scotland.org](mailto:enquiries@kindred-scotland.org)

**Website:** [www.kindred-scotland.org](http://www.kindred-scotland.org)

## Support when a baby dies

### Held In Our Hearts

Held In Our Hearts are a local Edinburgh-based charity offering free counselling and peer support to parents who experience the loss of a baby at any stage of pregnancy and into early childhood. Support covers Edinburgh, the Lothians, Fife, Forth Valley, and Highlands.

**Phone:** 0131 622 6263

**Email:** [info@heldinourhearts.org.uk](mailto:info@heldinourhearts.org.uk)

**Website:** [www.heldinourhearts.org.uk](http://www.heldinourhearts.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:** 0131 353 0055

**Email:** [enquiries@simbacharity.org.uk](mailto:enquiries@simbacharity.org.uk)

**Website:** [www.simbacharity.org.uk](http://www.simbacharity.org.uk)

### Scottish Cot Death Trust

Provides support and information to families bereaved by the sudden and unexpected death of a baby. Services include counselling, befriending (for bereaved parents and grandparents) and family days.

**Phone:** 0141 357 3946

**Email:** [contact@scottishcotdeathtrust.org](mailto:contact@scottishcotdeathtrust.org)

**Website:** [www.scottishcotdeathtrust.org](http://www.scottishcotdeathtrust.org)

### Sands UK (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:** 0808 164 3332

**Open:** Mon - Fri, 10am - 3pm, and Tue & Thu 6 - 9pm

**Email:** [helpline@sands.org.uk](mailto:helpline@sands.org.uk)

**Website:** [www.sands.org.uk](http://www.sands.org.uk)

## Support for bereaved children and young people

See also: Child Bereavement UK, Team Jak and Cruse in previous section.

### Richmond's Hope

A local charity providing support for bereaved children and young people aged 4-18 years in Glasgow, Edinburgh, and Midlothian. Also offers telephone advice and support.

**Phone:** 0131 661 6818

**Open:** Mon – Fri, 9am - 5pm

**Email:** [info@richmondshope.org.uk](mailto:info@richmondshope.org.uk)

**Website:** [www.richmondshope.org.uk](http://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:** 08088 020 021

**Open:** Mon - Fri, 8am – 8pm

**Email:** [ask@winstonswish.org](mailto:ask@winstonswish.org)

**Website:** [www.winstonswish.org](http://www.winstonswish.org)

### Hope Again

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.

**Phone:** 0808 8081677

**Email:** [hopeagain@cruse.org.uk](mailto:hopeagain@cruse.org.uk)

**Website:** [www.hopeagain.org.uk](http://www.hopeagain.org.uk)

## 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 adults, children and young people affected by murder and suicide.

**Phone:** 01698 324 502

**Email:** [info@petalsupport.com](mailto:info@petalsupport.com)

**Website:** [www.petalsupport.com](http://www.petalsupport.com)

## Survivors of Bereavement by Suicide

Offers a range of support for adults who have been bereaved by suicide.

**Phone:** 01159 441117

**Open:** Mon - Sun, 9am - 9pm

**Email:** [email.support@uksobs.org](mailto:email.support@uksobs.org)

**Website:** [www.uksobs.org](http://www.uksobs.org)

## Support following a road death

### Brake

Support and information for families following a death on the roads.

**Helpline:** 0808 8000 401

**Open:** Mon to Fri, 10am - 4pm

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

**Website:** [www.brake.org.uk](http://www.brake.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:** 116 123

**Open:** 24 hours a day, 365 days a year

**Email:** [jo@samaritans.org](mailto:jo@samaritans.org)

**Website:** [www.samaritans.org](http://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 and all weekend from Friday 6pm – Monday 6am

**Website:** [www.breathingspace.scot](http://www.breathingspace.scot)

## Support with practical and financial issues

### Social Security Scotland

For information and to make a claim for help with funeral costs if you live in Scotland and receive certain social security benefits. See leaflet on *Arranging your child's funeral* for further information.

**Phone:** 0800 182 2222

**Website:** [www.mygov.scot/benefits/funeral-support](http://www.mygov.scot/benefits/funeral-support)

### Department for Work & Pensions Bereavement Service

This helpline is for families living in other parts of the UK and can check eligibility for Funeral Expenses Payments.

**Phone:** 0800 731 0469 or **Textphone:** 0845 606 0285

**Website:** [www.gov.uk/funeral-payments](http://www.gov.uk/funeral-payments)

### 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 on affordable and appropriate funerals. They can also help you apply for financial assistance.

**Phone:** 020 8983 5055 (Monday-Friday, 10am-4pm)

**Email:** [downtoearth@qsa.org.uk](mailto:downtoearth@qsa.org.uk)

**Website:** [www.quakersocialaction.org.uk](http://www.quakersocialaction.org.uk)

### Citizens Advice Bureau

Advice on a range of issues including money, debt, benefits, legal issues, and housing. Details of local branches can be found online at

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

### Money Helper (formerly The Money Advice Service)

Free and impartial guidance and advice for money matters.

**Phone:** 0800 138 7777

**Website:** [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

### Turn to Us

A national charity which can help people in financial hardship to gain access to benefits that may be available to you.

**Phone:** 0808 802 2000 (Monday-Friday, 9am-5pm)

**Website:** [www.turn2us.org.uk](http://www.turn2us.org.uk)