



ST HELENS
BOROUGH COUNCIL

Bereavement Services & Support

- for St Helens Residents that are Experiencing
Bereavement or Loss During the Coronavirus Outbreak





Introduction

This booklet has been created to help anyone in St Helens experiencing bereavement or loss to find the services they need during the Coronavirus outbreak. 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: www.gov.uk/when-someone-dies

Registering a Death

- Please phone: **01744 676789**, if the death occurred in St Helens, until further notice, registering deaths will be completed over the telephone.
- If the death occurred in a hospital please contact the Hospital Bereavement Office to discuss the local procedure.
- GP surgeries have been contacted and asked to send any paperwork to the register office electronically and to include the details of the next of kin. Do not collect the paperwork from the GP surgery.
- Any customers who have already collected a medical certificate of cause of death from a GP should write their name and phone number on the envelope, post it in the letterbox outside Wesley House and await contact from a registrar. Alternatively, please post it to us at Register Office, Wesley House, Corporation Street, St Helens WA10 1HF.
- When a registrar contacts the next of kin to register a death, they will be able to purchase as many certificates as necessary certificate by card over the phone, which will enable access to

funeral funds. The certificate will be posted out to you. Further certificates will be available to purchase at a later date.

- These arrangements may change in the coming months, so please keep checking: www.sthelens.gov.uk/coronavirus for updates.

Arranging the Funeral

Funeral Directors can be found through the following organisations:

The National Association of Funeral Directors - **0121 711 1343** - <https://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 see attached link for more information <https://www.sthelens.gov.uk/births-deaths-and-marriages/deaths-funerals-and-cremation/partnership-funeral-service/> or contact the Bereavement Services Team by calling: **01744 677406/677405**
- If you are organising a self-arranged funeral, the Council's Bereavement Service Team can be contacted by calling: **01744 677406/677405** or emailing: sthelenscrematorium@sthelens.gov.uk
- During this difficult period, funerals and burials will still go ahead, please refer to government guidelines in relation to attendee numbers and social distancing. Any mourner who is unwell with symptoms of coronavirus (COVID-19) (a new continuous cough or a high temperature) should not attend and those attending must always observe social distancing measures. <https://www.gov.uk/government/publications/covid-19-guidance-for-managing-a-funeral-during-the-coronavirus-pandemic/covid-19-guidance-for-managing-a-funeral-during-the-coronavirus-pandemic>
- Public access to both cemeteries is still available.
- If you have a nominated funeral director who is collecting your loved one, they will contact you to arrange the funeral. Funeral directors have been given advice about how to safely organise funerals during this national emergency
- 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

The Money Advice 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.moneyadviceservice.org.uk/en/categories/when-someone-dies> 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 here:

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 here: 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: gov.uk/guardians-allowance

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/conditions/stressanxiety-depression/coping-with-bereavement/>

- The Good Grief Trust - National COVID19 Free Helpline: **0800 2600 400** - 8am - 8pm
www.thegoodgrieftrust.org
- For a step-by-step guide after a bereavement visit: <https://www.gov.uk/after-a-death>
- Cruse Bereavement Care has online resources on how bereavement and grief may be affected by this pandemic: <https://www.cruse.org.uk/get-help/coronavirus-dealingbereavement-and-grief>
- <https://www.ataloss.org/> provides signposting and services across the UK
- For facts about coronavirus (COVID-19) and supporting children: <https://www.cruse.org.uk/coronavirus/children-and-young-people>
- 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**
- <http://www.childhoodbereavementnetwork.org.uk/> has information and links to national and local support organisations
- Age UK - Befriending service. Wellbeing calls to the over 70's: **0300 003 1992**
(locally: enquiries@aukmm.org.uk - telephone: **01744 752644**)
- CALM - for young men: www.thecalmzone.net - **0800 585858** webchat available

Local Counselling phone numbers

- Think Wellbeing - telephone assessment: **01744 647100**, signposting to Silvercloud.
- 24/7 helpline via Northwest Boroughs Crisis line: **0800 051 1508 FREEPHONE**
- St Joseph's Warrington - telephone counselling: **01925 635448**
- Philipi Trust - St Helens telephone counselling: **01744 679001** £15.00 donation per session
- St Helens MIND - admin@sthelensmind.org.uk - **01744 647089** - befriending support
- Whiston and St Helens Hospital Bereavement office: 0151 430 1336 0151 430 1412
- Barbara Bettle/Caring Connections: 0151 289 2761
- Roman Catholic Fr Phillip Carr: 01744 281 96
- Other Christian denominations - St Helens Christian Life Centre: 01744 617 148
- The Church of Jesus Christ of Latter-Day Saints: 01744 811 077

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.

Please note that some restrictions may be in place within places of worship but all funeral ministries are still available and 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 Helen Coffey: 07742 590672
- **Roman Catholic** – FR Phillip Carr: 01744 281 96
- **Other Christian denominations** – St Helens Christian Life Centre: 01744 617 148
- **Islam** - Iman Trust: 07856 039289 - mymnsthelens@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** - liverpooljewish@gmail.com: 0151 705 7393



Local Support

The organisations listed here all provide services that can help you. Please bear in mind that like all services, they may be experiencing increased demand and reduced staffing levels during the Coronavirus outbreak, so may not respond to you immediately. Because of government isolation advice, most have temporarily suspended their face-to-face counselling work. 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.

Service	For Whom	Support Provided	Contact Details
Child Bereavement UK	Adults, children and young people	<p>They provide 1 to 1 support for adults who are bereaved of a child of any age.</p> <p>They provide 1 to 1 support for children and young people under the age of 25 who have had anyone important to them die.</p> <p>“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.</p>	<p>Childbereavementuk.org 01928 577164</p> <p>National Helpline 08000288840</p>
Willowbrook Hospice Bereavement Service	Adults who have lost a loved one cared for by Willowbrook	During the Coronavirus outbreak, all support is offered via telephone.	0151 430 8736
Willowbrook Connections Online	Residents of St.Helens and Knowsley who have been directly affected by Covid-19	Practical advice, emotional support and signposting where appropriate. To support our community at this time, we now also offer bereavement support to adults bereaved by Covid-19.	Connections Online can only be accessed via an online form: www.willowbrook.org.uk/connections-online/
Lilac Centre St Helens Hospital	Adults and families who's relative are receiving cancer care	Offer complimentary therapies, counselling and advice and support to people with cancer and their families.	01744 646173
Whiston Hospital Maternity Ward and gynae ward if loss is pre 13 weeks	Parents who have lost a child in hospital	Advice and support provided and reassurances when patient is having another pregnancy. Sign post on to Alder Centre, Listening Ear, Miscarriage Association.	Whiston Hospital Bereavement midwives - Julie Sanderson and Katherine Hughes bereavement.midwives@sthk.nhs.uk or via 0151 430 1502

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.	0151 426 1336 or 0151 426 1412
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.	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.	0808 808 1677 helpline@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.	0300 111 5065 https://uksobs.org/support-groups/st-helens/ support@uksobs.org
Barbara Bettle Foundation/ Caring Connections	Adults	The Barbara Bettle Foundation is now providing telephone listening services to those bereaved during the coronavirus pandemic.	www.barbarabettlefoundation.co.uk/coronavirus-bereavement-support 07813 996006
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 neighboring authorities. Group sessions are provided.	Listening-ear.co.uk 0151 493 2301
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.	Listening-ear.co.uk 0151 488 6648 enquiries@listening-ear.co.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, to family groups, groups of colleagues or peers - whatever is preferred and most appropriate to each situation.	03300889255 https://listening-ear.co.uk/amparo amparo.service@listening-ear.co.uk
Listening Ear DIAMOND	Children and young people	Support for children who have witnessed domestic abuse.	Listening-ear.co.uk 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.	The Alder Centre 0151 252 5391 Bereavement Care Service 0151 252 5117

Service	For Whom	Support Provided	Contact Details
Winston's Wish	Adults and children	Bereavement support for parents, carers and professionals who are looking for childhood bereavement advice and support.	Freephone National Helpline is free to call on 08088 020 021 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 enquiries@liverpoolbereavement.co.uk
Liverpool Bereavement Service- Oakleaf	Children and young people who are affected by bereavement, loss and separation	One to one support and group sessions and sessions involving other family members.	To speak to someone at Liverpool Bereavement or to make a referral call: 0151 236 3932 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.	0151 252 3145 / 07566 225 253 enquiries@lovejasmine.org.uk

Chrysalis Centre for Change	Women	<p>Bereavement support for women who have lost an adult (family member or someone close) due to COVID-19 or during the lockdown.</p> <p>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 Referrals page and complete the online form</p>	<p>Phone: 01744 451309</p> <p>Text: 07786 207743</p> <p>Email: chrysaliscentreforchange@gmail.com</p> <p>Referral form: www.chrysaliscentreforchange.co.uk/referrals</p>
Hope Again	Young People	<p>Cruse for young people-support for children and young people affected by the death of someone close. Has film clips on website and very good weblinks.</p>	<p>0808 808 1677</p> <p>Mon-Fri, 9.00am - 5:00pm</p> <p>www.hopeagain.org.uk</p>
Bereavement Trust	Bereaved people	<p>Offers comfort, support and practical advice to the bereaved from 6pm until 10pm every evening of the year.</p> <p>This service was set up after Hillsborough & Kegworth disasters</p>	<p>0800 435 455 http://bereavement-trust.org.uk/</p>
Child Death Helpline	Anyone affected by the death of a child	<p>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.</p>	<p>0800 282 986 http://childdeathhelpline.org.uk/</p>
Service	For Whom	Support Provided	Contact Details
Compassionate Friends	Bereaved siblings and parents	<p>Offers support, understanding and comfort to bereaved siblings and parents after the death of a child, of any age, from any cause.</p>	<p>0345 123 2304</p> <p>10am-4pm & 7pm-10pm</p> <p>https://www.tcf.org.uk/</p>
Grief Encounter	Children	<p>Provides child bereavement counselling, workbooks, a Grief Relief Kit and family days for bereaved children, young people and their families</p>	<p>0808 802 0111 Mon-Fri</p> <p>9am-9pm</p> <p>www.griefencounter.org.uk/</p>
Dying Matters	Anyone needing information on end of life	<p>Offers information on end of life and bereavement, including writing a will, funeral plans and end of life care.</p>	<p>www.dyingmatters.org/</p>

Apart of me	Young people	App for android or IOS to support young people with bereavement.	Download from app store
Good Grief Trust	Anyone experiencing grief	For anyone affected by a sudden bereavement during this COVID crisis and need support, advice and guidance.	Sudden Bereavement Helpline: 0800 2600 400 (operating hours 10am – 4pm, Monday – Friday) or contact at 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	01744 410752 or website Change Grow Live Charity We can help you change your life
Alcoholics Anonymous	Anyone with the desire to stop drinking	Support for anyone whose drinking is increasing as a result of a bereavement	Meeting list - Find a Meeting Alcoholics Anonymous - Great Britain (alcoholics-anonymous.org.uk)
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	Free to download from Google Play and the App store - https://www.lowermydrinking.com/



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Contact Centre

Wesley House
Corporation Street
St Helens
WA10 1HF

Tel: 01744 676789

Minicom: 01744 671671

→ www.sthelens.gov.uk/contactus

Please contact us to request translation of Council information into Braille, audio tape or a foreign language.

thedesignstudio@sthelens.gov.uk

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