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**Signposting - Quick Reference Guide**

**“For any physical or mental health issues please always refer to your/your child’s GP.”**

**OUT OF COUNTY / AGE**

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| Childhood Bereavement Network | www.childhoodbereavementnetwork.org.uk | n/a | Can search for bereavement organisations across the country. |
| Winston’s Wish | www.winstonswish.org.uk | 0845 20 30 40 5  Mon-Fri 9-5pm & Wed 7-9.30 pm. | **National** childhood bereavement support, information and support for parents/carers. |
| Child Bereavement UK | www.childbereavementuk.org | 0800 02 888 40  Open Mon-Fri 9-5 | Childhood bereavement support, information and support for parents/carers. Can offer a series of phone sessions for parents **bereaved of a baby or child of any age**, or parents/carers supporting children or young people, living anywhere in UK. |
| Hope Again | hopeagain.org.uk | 0808 808 1677  Mon-Fri 9:30-5pm. | Hope Again is the **youth website of Cruse** Bereavement Care. With information about services, a listening ear from other young people, and advice for anyone dealing with the loss of a loved one. |
| Nicky’s Way | stnicholashospice.org.uk | 01284 766133 | Open to any young person who has been bereaved and **lives in West Suffolk or Thetford.** They offer a programme of support for young people. Can offer the rest of Suffolk in exceptional circumstances. This is in house only – no out reach service. |
| Nature & Nurture Therapeutic Services | www.natureandnurturetherapeutic.com | 07802 481 333  info@natureandnurturetherapeutic.com | Offer a range of therapeutic services for groups and individuals |
| Childline | www.childline.org.uk | 0800 11 11 | Service for young people up to the age of 19 – 24 hour support. |
| Norfolk County Council | n/a | 0344 800 8020 | If you are **concerned about a child** and want to speak to someone. |
| The Compassionate Friends | www.tcf.org.uk | 0345 123 2304 | A charitable organisation of bereaved parents, siblings and grandparents dedicated to the support and care of other similarly bereaved family members who have suffered the **death of a child.** They offer support to bereaved families. |
| Child Death Helpline | childdeathhelpline.org.uk/ | 0800 282 986 or  0808 800 6019  from a mobile. | National helpline providing a service to anyone affected by the **death of a child** of any age – whether they are parents, grandparents, siblings, family members, friends or involved professionals.  The Child Death Helpline is staffed by volunteers, all of them bereaved parents. |
| Grief Encounter | www.griefencounter.org.uk | National Helpline  020 8371 8455 | Provides free services and **support to bereaved children, young people and their families.** |
| Big C Bereavement Support Group | [www.big-c.co.uk](http://www.big-c.co.uk) | 01603 286112 | **For over 18s.** Meets on alternate Thursday mornings at the Big C Centre, Norwich. |
| Suffolk Lifesavers | https://us15.campaign-archive.com/?e=&u=af2baa3e19f154c4de72fc327&id=f8918c68ec | 0345 600 2090 | **Suicide prevention.** Also contains links other organisations in Suffolk relating to suicide . |
| CHUMS | http://chums.uk.com/cambs-pborough-services/ | 01525 8639241 | Offers support to children and young people with mild to moderate mental health difficulties and those with significant emotional wellbeing difficulties arising from life events, such as **bereavement** and bullying. |
| Simon Arthur - Grief Recovery Method® | http://simonjarthur.com/Grief%20Recovery.html | 01263 514642  07757 157013 | A seven session **bereavement** programme following the Grief Recovery Method®. |
| AtaLoss.org | www.ataloss.org |  | UK signposting website for the bereaved providing a range of projects and interventions including:  - GriefChat: an online chat service open 9am - 9pm, Monday to Friday  - GrabLife: activity support weekends and ongoing peer support for bereaved young adults (18-30)  - Bereavement Support for Men: phone support and gatherings for men of any age who have lost someone important at any time. |
| AMPARO | www.listening-ear.co.uk/Pages/FAQs/Category/amparo | 0330 088 9255 | A new charity operating in Suffolk that offer a range of support services following death through suicide. |

**EMOTIONAL SUPPORT / WELLBEING**

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| Samaritans | [www.samaritans.org](http://www.samaritans.org) | 116 123 | 24 hrs a day, 365 days a year. You don't have to be suicidal to call us just struggling through tough times. |
| Cruse National Helpline | www.cruse.org.uk | 0808 808 1677 | National Helpline. |
| Cruse Norwich | www.cruse.org.uk/norwich/services | 01603 219977 | Support for **bereaved adults.** |
| Suffolk Cruse | [www.suffolkcruse.co.uk](http://www.suffolkcruse.co.uk) | Ipswich\* -  01473 230888  North Suffolk and Great Yarmouth -01502 722234  Suffolk Coastal -01394 670770  West Suffolk -  01284 767674 | Support for **bereaved adults**.  \*Ipswich Cruse has a team of volunteers who are trained to work with children and young people up to the age of 17 |
| Kooth | [www.kooth.com](http://www.kooth.com) |  | Kooth is an online Mental Health platform for young people (age 11 – 25). Need to talk? Chat to our friendly counsellors. Articles and Advice, Live Chat, Live Forums. Kooth is a nationally renowned service, providing peer support, a wide range of self-help materials and access to moderated forums, but it also gives access to online counselling delivered by qualified counsellors 365 days a year, either on a drop-in basis or through bookable chat |
| NHS Mental Health in Norfolk | www.justnorfolk.nhs.uk/mentalhealth | There is now a single webpage summarising contact information, resources and tools available to support 0 – 25’s mental health (www.justnorfolk.nhs.uk/mentalhealth).  There’s no need for a referral - children, families, young people, schools and professionals can get in touch straight away for advice and support. If more help is needed, we’ll make sure they get to the right person.  This different way of accessing help and support is available via phone, email, text and online. |  |
| MAP (Mancroft Advice Project) | www.map.uk.net | Norwich - 01603 766994  Great Yarmouth - 01493 854839  Kings Lynn - 01553 766086  Attleborough - 07887 412 464 | Counselling and **Advice for Young People** – all issues. |
| Wellbeing Service – Norfolk & Waveney | www.wellbeingnandw.co.uk | 0300 123 1503 | Provide free services throughout **Norfolk & Waveney** for age 16 or over. Offer different kinds of support to help you make positive changes in your life, to improve your wellbeing and to help you cope with stress, anxiety and depression. |
| Every Mind Matters | www.nhs.uk/oneyou/every-mind-matters |  | Created by Public Health England. Gives practical advice to help manage and maintain good mental health. |
| Miraculous Me | www.miraculousme.co.uk | 07879 473472​  miraculousmenorfolk@gmail.com | Miraculous Me support and educate children and their families with issues around emotional development, mental health, and wellbeing. Offer help with a range of problems, including emotional regulation and understanding, anxiety, anger, self-esteem, resilience, friendships & social skills, bereavement, and parental separation. |
| Relate | www.relate.org.uk/norfolk-suffolk/children-and-young-peoples-counselling | 01473 254118 | Offer counselling to CYP for a range of issues. |

**PRE BEREAVEMENT**

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| Psychological Services, part of The Priscilla Bacon Centre for Specialist Palliative Care Services |  | 01603 255777 | Palliative care/family support, for patients referred for palliative care/ information – **Norwich.** |
| Specialist Palliative care team (SPCT) and Bereavement Services - The Louise Hamilton Centre |  | 01493 453100 | The SPCT Bereavement Service specialises in helping those with unresolved and complicated grief – **Gorleston, Great Yarmouth.** |
| Marie Curie | [www.mariecurie.org.uk](http://www.mariecurie.org.uk) | 0800 090 2309 | **Questions about terminal illness,** support or just to talk for anyone affected by terminal illness, including family and friends. Provide emotional support and give practical information on a range of topics, from day-to-day care through to managing money matters. |
| Norfolk Hospice – Tapping House | www.norfolkhospice.org.uk | 01485 601700 | The Norfolk Hospice, Tapping House is a local charity that works with other healthcare teams across the area. Dedicated to improving the lives of patients with life limiting illness, whatever the diagnosis. |

**MISCARRIAGE / STILL BIRTH / INFANT**

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| Time Norfolk | www.timenorfolk.org.uk | 01603 482732  0845 2300 123 | Provides free confidential help and support to anyone who may have an **unplanned pregnancy, or who has experienced pregnancy loss through miscarriage, termination or stillbirth.** They provide support across Norfolk to women and their partners of all ages. |
| SANDS | www.uk-sands.org | 020 7436 5881 | Sands supports anyone who has been affected by the **death of a baby before, during or shortly after birth.** They offer emotional support and information for parents, grandparents, siblings, children, families and friends. |
| Miscarriage Association | www.miscarriageassociation.org.uk | 01924 200799 | If you have been affected by **miscarriage, ectopic pregnancy or molar pregnancy,** they offer information and support to help you through. |
| Lullaby Trust | www.lullabytrust.org.uk | 0808 802 6868 | Provides specialist and confidential support for anyone affected by a **sudden infant death**. This help is available immediately or at any later time in your lives. |
| Babies at Peace | www.babiesatpeace.org.uk | 0800 678 1050  Mon-Fri 9am- 6pm  info@babiesatpeace.org.uk | Support parents and families following a **miscarriage, stillbirth, or death** of a child aged 2 years and under. |
| The Foundation for Infant Loss | http://www.foundationforinfantloss.co.uk/ | 01242 467332  info@foundationforinfantloss.co.uk | To support and signpost parents to support organisations including funeral directors, funeral funding, counsellors etc. |

**CANCER**

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| BIG C | www.big-c.co.uk | The NNUH -  01603 286112  Big C Centre  Great Yarmouth -  01493 855297  Big C Centre -King's Lynn  01553 818737  Big C at The Louise Hamilton Centre, The JP Hospital, Gorleston  01493 453930 | A local cancer charity, dedicated to improving lives of those **affected by cancer in Norfolk and Waveney.** |
| Macmillan Cancer Support | www.macmillan.org.uk | 0808 808 00 00 | From help with money worries and advice about work, to someone who’ll listen if you just want to talk. |
| Brain Tumour Support Group (Eastern Counties) | n/a | 01603 289705 | Big C Centre, Norfolk & Norwich Hospital on First Wednesday of month. |
| Breast cancer  ABC (After Breast Cancer) | n/a | 01379 741518 or 01508 492914  Norwich  01263 820924  Sheringham | Big C Group. |
| Bowel Cancer Support Group | n/a | 01603 287828 | Big C Group. Meets at Norfolk & Norwich Hospital, Benjamin Gooch Hall. |
| Jo’s Cervical Cancer Trust | n/a | 020 7936 7498 | Big C Group. |
| Lung Cancer Support Group | n/a | 01603 289625 | Big C Group. Meets at Norfolk & Norwich Hospital, Benjamin Gooch Hall. |
| Teen & Young Adult Cancer Support Group (16-25) | n/a | 01553 818737 | Big C Group. Meets by-monthly at Big C Cancer Norwich. |

**SUICIDE**

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| SOBS | uk-sobs.org.uk | National Helpline 0300 111 5065  9-9pm daily | **Help those bereaved by suicide.** We are a self-help organisation where bereaved people can share their experiences and feelings, gaining support from others. |
| Norfolk Suicide Bereavement Support Group | n/a | Lifeline 24 hours a day  01263 768604 | A group **where family and friends of those who have taken their own lives** can meet with each other and share experiences and concerns and find comfort in meeting with others who had been similarly bereaved. |

**DRUGS & ALCOHOL**

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| The Matthew Project | www.matthewproject.org | Adults: 0300 7900 227  YP: 0800 970 4866 | Charity based in **Norfolk and Suffolk** working with adults, young people and communities affected by drugs and alcohol. Work with the individual but also worried parents, carers and young people whose parents use drugs or alcohol. |
| BEAD (Bereaved through Alcohol and Drugs) | [www.beadproject.org.uk](http://www.beadproject.org.uk) | info@beadproject.org.uk | A source of information, support and hope for anyone whose loved one has died as a result of drug or alcohol use, and includes advice on overcoming grief and practical aspects of a bereavement as well as personal accounts that show people they are not alone. |

**RTC**

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| Support and Care after Road Death and Injury | Scard.org.uk | 0845 1235542  9am - 9pm 365 days per year | Provide emotional and practical support through a helpline, support groups, meetings and personal support systems. |
| Brake Helpline | www.brake.org.uk | 0808 8000 401 | A freephone support service, providing information, emotional support and a listening ear. Calls are confidential and there is no time limit to our support. The helpline provides support for UK residents in the following circumstances:  bereaved or seriously injured in a crash  caring for someone bereaved or seriously injured in a crash  police officer, teacher or health worker, wanting advice about how to help people affected by a crash. Will provide support whether the crash was recent or a long time ago, and whether it occurred in this country or abroad. |

**OTHER**

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| The Norfolk Hospice – Tapping House  House Clearance Service |  | 01553 767752 | Provides a House Clearance service that minimises the stress that can be involved in this process. They offer an efficient, professional and sympathetic service at the same time helps Tapping House. May involve a fee. |
| The Norfolk Hospice – Charity Shops |  | King's Lynn - 01553 763700  Dereham - 01362 693902  Downham Market - 01366 381472  Fakenham - 01328 855464  Holt - 01263 710627  Hunstanton - 01485 534446  King's Lynn - 01553 766564  Snettisham - 01485 543250  Swaffham - 01760 720323  Wisbech - 01945 466527  Distribution Centre (Drop off only)  King's Lynn - 01553 767752 |  |
| Blue Cross, pet death | www.bluecross.org.uk/pet-bereavement-support | 0800 096 6606 | Following a **pet death.** The support line is open from 8.30am - 8.30pm everyday. |
| Hana’s Gift | www.hanasgift.com | 07788 297984 | Helps bereaved parents of babies and children within Norfolk and Suffolk by offering **financial assistance with the cost of memorials,** providing memory boxes and giving emotional support. |
| Child Funeral Charity | www.childfuneralcharity.org.uk | 01480 276088 | (CFC) **assists families financially in England and Wales who have to arrange a funeral for a baby or child** aged 16 or under. There are sometimes funeral related expenses that bereaved parents struggle to find. ‘CFC’ offers financial support to help with such funeral costs, together with practical advice and guidance. |
| Relate | https://www.relate.org.uk |  | Separation, sex, parenting, divorce. |
| Hamlet | <https://thehamletcharity.org.uk/home/>  [admin@thehamletcharity.org.uk](mailto:admin@thehamletcharity.org.uk) | 01603 766566 | Providing recreational, educational and social opportunities for children and adults with profound disabilities and complex health needs. |