

## Children's services

# Support services for those coping with the loss of a baby or child

Information for families and friends to signpost them to relevant organisations who can provide bereavement support/counselling services

### Asian Family Counselling Service

Specialist counselling service for Asian families.

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

**Telephone:** 020 8913 9714

**Email:** [afcs@btconnect.com](mailto:afcs@btconnect.com)

### Barnet Bereavement Service

Provides bereavement counselling to anyone living in the borough of Barnet.

**Telephone:** 020 8441 3572

**Email:** [barnetbereavement@tiscali.co.uk](mailto:barnetbereavement@tiscali.co.uk)

### Bereft Bereavement Support

Specialist bereavement counselling and support for adults living in the borough of Ealing.

**Website:** [bereftbereavementsupport.co.uk](http://bereftbereavementsupport.co.uk)

**Telephone:** 020 8896 2800

**Email:** [bereftbereavementsupport@hotmail.co.uk](mailto:bereftbereavementsupport@hotmail.co.uk)

### Caris Islington

Helps children, young people and adults in Islington who are experiencing bereavement.

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

**Telephone:** 020 7281 5200

**Email:** [carisislington@yahoo.co.uk](mailto:carisislington@yahoo.co.uk)

### Childhood Bereavement Network

The Childhood Bereavement Network (CBN) is the hub for those working with bereaved children, young people and their families across the UK.

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

**Telephone (London branch):** 020 7843 6309

**Email:** [cbn@ncb.org.uk](mailto:cbn@ncb.org.uk)

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## Child Bereavement Service at St John's Hospice, Westminster

Provides practical and emotional support to individuals and families before and after a bereavement.

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

**Telephone:** 020 7078 3840

**Email:** [Sagarasila.Krohn@hje.org.uk](mailto:Sagarasila.Krohn@hje.org.uk)

## Child Bereavement UK

Child Bereavement UK provides confidential support, information and guidance to families when a baby or child of any age dies or is dying, or when a child is facing bereavement.

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

**Telephone:** 0800 02 888 40

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

## Child Bereavement UK (West London)

Supports families when a baby or a child of any age has died.

**Website:** [www.childbereavementuk.org/for-families/support/west-london](http://www.childbereavementuk.org/for-families/support/west-london)

**Telephone:** 020 8960 9476

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

## Child Bereavement UK (Newham)

Offers face-to-face support for families when a baby or child has died or where children and young people up to the age of 25 are bereaved.

**Website:** [www.childbereavementuk.org/for-families/support/newham-east-london](http://www.childbereavementuk.org/for-families/support/newham-east-london)

**Telephone:** 020 8519 7025

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

## Child Death Helpline

Support for anyone who has been affected by the death of a child of any age, from pre-birth to adult, under any circumstances, however recently or long ago.

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

**Telephone:** 020 7813 8416

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

## Children of Jannah

Support for Muslim families after the death of a baby or child.

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

**Telephone:** Book a support call via the website

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

## Cruse Bereavement Care

Offers support, advice and information to children, young people and adults when someone dies.

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

**Telephone:** 0808 808 1677

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

**Hope Again** is Cruse Bereavement Care's website for young people: [www.hopeagain.org.uk](http://www.hopeagain.org.uk)

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## Eden's Trust

Provides a network of support/survival groups, workshops, education and crisis counselling for those who have suffered the loss of a child.

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

**Telephone:** 07814 550 375

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

## Grief Encounter

Support for bereaved children, young people and their families.

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

**Telephone:** 020 8371 8455

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

## Jigsaw4U

Pre-and post-bereavement support for children and young people.

**Website:** [www.jigsaw4u.org.uk](http://www.jigsaw4u.org.uk)

**Telephone:** 020 8687 1384

**Email:** [info@jigsaw4u.org.uk](mailto:info@jigsaw4u.org.uk)

## Kingston Bereavement Service

Offers one-to-one and group bereavement support to anyone who lives, works or studies in the borough of Kingston upon Thames.

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

**Telephone:** 020 8547 1552

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

## Lullaby Trust

Provides specialist support for anyone bereaved through sudden infant death syndrome (SIDS).

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

**Telephone:** 0808 802 6868

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

## Meningitis Research Foundation

Support for those bereaved through meningitis.

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

**Telephone:** 0808 800 3344

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

## SANDS – Stillbirth & neonatal death charity

Provides support for anyone affected by the death of a baby.

**Telephone:** 0808 164 3332

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

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

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## SLOW (Surviving the loss of your world)

Offers support and an informal, quiet space for you to meet with other bereaved parents and share your experiences.

**Website:** [www.slowgroup.co.uk](http://www.slowgroup.co.uk)

**North London groups:** 07532 423 674 / [info@slowgroup.co.uk](mailto:info@slowgroup.co.uk)

**South London groups:** 07908 937 722 / [info.south@slowgroup.co.uk](mailto:info.south@slowgroup.co.uk)

## St Christopher's - Candle Child Bereavement Service

Provides bereavement support to all children, young people and their families in the south east London area.

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

**Telephone:** 020 8768 4533

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

## The Compassionate Friends

Supports anyone affected by the death of a child irrespective of the age of the child, cause of death, ethnic, social or political background.

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

**Telephone:** 0345 123 2304

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

## West London Action for Children

Provides counselling services for residents of Kensington and Chelsea and Hammersmith and Fulham on Income Support or receiving Tax Credits.

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

**Telephone:** 020 7352 1155

**Email:** [team@wlac.org.uk](mailto:team@wlac.org.uk)

## Winston's Wish

Support for grieving children and young people and their families.

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

**Telephone:** 08088 020 021

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

## Zigzag Children's Service

Provides support to bereaved children in Waltham Forest, Redbridge and parts of Epping Forest. Professionals will have to refer families for this counselling which includes play therapy for children.

**Website:** [www.paediatricpearls.co.uk/wp-content/uploads/Zig-Zag\\_3.pdf](http://www.paediatricpearls.co.uk/wp-content/uploads/Zig-Zag_3.pdf)

**Telephone:** 020 8539 5592

**Email:** [margaretcentre@whippsx.nhs.uk](mailto:margaretcentre@whippsx.nhs.uk)

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## How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals). You can also email PALS at **imperial.pals@nhs.net**. The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:  
Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street,  
London W2 1NY

Email: **ICHC-tr.Complaints@nhs.net**

Telephone: **020 3312 1337 / 1349**

## Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:  
**imperial.patient.information@nhs.net**