



# **Bereavement Support**

Information for friends and relatives



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



## Our Sympathies

Everyone at Rotherham Hospice expresses our sympathy and sincere condolences to you, your family and your friends at this sad time.

This booklet is intended to offer you help and support in coping with the loss of someone who was important to you and in supporting someone who is bereaved.

It also explains the help Rotherham Hospice offers, as well as sharing other helpful organisations.





## How You Might Feel

Grief is normal and everyone grieves differently. It is not just one but a whole succession of feelings which take a while to work through and cannot be hurried. Grieving can begin as early as the diagnosis of your loved one's illness. Some feelings you may experience are:

- The feeling of being **stunned**, as though you cannot believe it has happened, even when the death was expected.
- **Confusion and worry** at times whilst you are adjusting to changes in your life.
- **Difficulty relaxing and concentrating.** Your sleep may be affected. Dreams may be vivid, and some people feel they see their loved one everywhere they go.
- **Anger.** This is very natural. It could be toward the people who cared for your loved one, relatives and friends, yourself or even the person who has died. Helpful activities may include exercising, talking with others or writing feelings down on paper.
- **Guilt.** You may find yourself going over in your mind all the things you would like to have said or done and if you could have done things differently.
- **Sadness.** You may feel like you want to or ought to spend time away from family and friends. It may help to allow yourself to cry in front of them from time to time, or when you are alone. The emotions felt and expressed during mourning may overlap and show themselves in different ways to different people.



## Physical symptoms of grief

These are very common and are our body's normal reaction to loss. Examples of physical symptoms could include:

- Changes in eating patterns such as a loss of, or increased appetite, and indigestion. Changes could also occur in bowel function, for example, constipation and/or diarrhoea.
- Physical pain which may feel as though your heart has broken.
- Aches and pains in other areas of your body due to the body's reaction to the stress of grief. If you have any unusual pains, it is always wise to visit your doctor.
- Restlessness and lapses in concentration and memory.
- Increased anxiety which can lead to panic attacks.
- Dizziness, sweating, headaches and palpitations.

In time, the pain of grieving may not be so strong, and you will be able to make small steps towards a new phase in your life.

The person who has died remains an important part of your life and, although you can no longer see or touch them, they remain in your past, present and future.

Your life will be different, but you will eventually be able to feel more hopeful about your future.





## Hospice Bereavement Services

Rotherham Hospice offers bereavement support for relatives and close friends of our patients. These services give you the opportunity to talk about the person who has died in a safe, supportive environment. This will enable you to explore how you are coping and be reassured that the emotions you are experiencing are normal responses to your loss.

Our services include:

- One to one bereavement support sessions face-to-face at the Hospice or via the telephone.
- Group support at the Hospice.
- Monthly drop-in Bereavement Café in the Hospice Conservatory.
- Sunbeams Children and Teenager Bereavement Support groups. Please ask for details.
- One to one counselling for children and the adults supporting them.

All our counsellors are registered with and adhere to the British Association for Counselling and Psychotherapy (BACP) ethical framework.

All volunteers complete a Bereavement Support Worker training programme and are supervised by our counsellors.

For more information about any of our Bereavement Support Services:

- Speak to a member of staff
- Phone **01709 308 900** and ask for the Bereavement Team
- Visit:

[www.rotherhamhospice.org.uk/what-we-do/taking-care-of-your-family/](http://www.rotherhamhospice.org.uk/what-we-do/taking-care-of-your-family/)



## Spirituality

Your personal spiritual beliefs may affect the way you feel at this time. Some people who follow a religion find that their faith helps them to cope with loss. Others may lose confidence in their faith and religion.

Our Chaplaincy Service provides a non-judgemental, confidential space to talk about any thoughts or questions you may have about the deeper meaning of life. The Chaplaincy Service is open to everyone.



## Take Care of Yourself

You may feel exhausted, like having a physical injury or illness, and your body needs time to recover. Try to eat, drink, exercise, and rest in order to heal and function properly.

Although you may need time alone, it helps to keep in contact with family and friends, even though this may be difficult at times. Texts, emails, and letters may be easier when speaking with others feels difficult.





## How Can I Help a Friend or Relative?

Words may not need to be spoken, just being with them can be helpful. Sometimes the bereaved person needs to repeat their thoughts and feelings which can be hard to understand. Being there and listening can help a person work through their grief. Some people feel comfort from touch, such as a hug, whereas others may not find this helpful.

Even though it may be upsetting, talk about the person who has died. Naming and sharing memories can help people feel less isolated. Remembering and sharing on anniversaries or special occasions can be an opportunity to celebrate together and help to reduce feelings of isolation.



## Remembrance

Keeping a small box of valued possessions (like a Memory Box), even if they are stored away from sight, can be helpful. If a death is expected, starting the box whilst your loved one is alive may be a comfort later on, especially for children.

It may be helpful for you to organise an event to remember the person who has died. Examples include holding a memorial service, visiting the grave or a special place such as a holiday destination, café, or local meeting place.

Anniversaries may give an opportunity to meet with others and share memories.





## About Rotherham Hospice

Rotherham Hospice cares for people with all types of end-of-life illness - not just cancer. Last year we cared for over 350 people in the Inpatient Unit, and made over 13,000 home visits.

As a charity, Rotherham Hospice relies on the generosity of our wonderful supporters so we can keep providing care to our local community.



## How you can help

- Let us share your experience of care with the wider community. This really helps explain what the Hospice does.
- Make a donation, every amount helps. Some people like to ask for donations in lieu of flowers at the funeral.
- Join in with one of our events - from our Light Up A Life memorial services, to the Midnight Memory Walk to coffee morning fundraisers, there's something for everyone.
- Buy from our charity shops, and donate pre-loved clothes, homeware and toys.
- Dedicate a leaf on our beautiful Memory Tree to your loved one.
- Play Local Hospice Lottery for your chance to win cash prizes.
- Remember Rotherham Hospice by leaving a gift in your will. We have a free online will writing service, please see our website for more information.

Find out more at: **[www.rotherhamhospice.org.uk/support-us/](http://www.rotherhamhospice.org.uk/support-us/)**





## Feedback and Complaints

Listening to people who use Rotherham Hospice services is very important to us so we can keep learning and improving. You are very welcome to provide feedback, compliments or comments on our services.

Complaints matter to us and we take them very seriously. The best time to make a complaint is at the time, so please chat with a member of staff if you need to. We understand however that there is not always time, and not everyone has the confidence to do this in person.

These are other ways to leave feedback or make a complaint:

- Fill in the **Your Feedback** leaflet and give to a member of staff or post to us.
- Email: **[feedback@rotherhamhospice.org.uk](mailto:feedback@rotherhamhospice.org.uk)**
- Call: 01709 308 900
- Write to: Rotherham Hospice,  
Broom Road, Rotherham, S60 2SW

Our service is registered with and regulated by the Care Quality Commission (CQC). The CQC cannot get involved in individual complaints, but is happy to receive information about our services at any time.

You can contact the CQC at:

- **CQC National Correspondence**, Citygate, Gallowgate,  
Newcastle-upon-Tyne, NE1 4PA
- Call: 0300 616161
- Website: [www.cqc.co.uk](http://www.cqc.co.uk)





# Adult Bereavement Services

## **Rotherham Hospice**

**Tel:** 01709 308 900

**Email:** [reception@rotherhamhospice.org.uk](mailto:reception@rotherhamhospice.org.uk)  
[www.rotherhamhospice.org.uk](http://www.rotherhamhospice.org.uk)

## **Macmillan Cancer Support**

**Tel:** 0808 808 0000

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

## **Age UK**

Combines Age Concern and Help the Aged.

**Tel:** 0800 169 2081

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

## **Cruse Bereavement Support**

**Tel:** 0808 808 1677

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

## **Samaritans**

Samaritans offer confidential support around the clock to anyone that wants to talk through their problems (free phone)

**Tel:** 116 123

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

## **WAY: Widowed and Young**

For men and women aged 50 or under when their partner has died.

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

## **Dying Matters**

Aims to help people talk more openly about dying, death and bereavement, and to make plans to the end of life.

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

## **Listening Ear**

Talk to a trained therapist who will be able to offer emotional health and wellbeing support and practical support.

**Tel:** 0800 048 5224

**Email:** [helpline@listening-ear.co.uk](mailto:helpline@listening-ear.co.uk)  
[www.listening-ear.co.uk/refer](http://www.listening-ear.co.uk/refer)

## **Men in Sheds**

Men's support group

Kimberworth Park Community Partnership

The Chislett Centre

Kimberworth Park Road

**Tel:** 01709 559 805

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

## **National Association for Widows**

Offers support, friendship and understanding to men and women who have lost their partners through bereavement.

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

## **Crisis Team**

The Woodlands, Rotherham General Hospital

**Tel:** 0800 654 9571 (please note this is a free-phone number)

## **Survivors of Bereavement by Suicide**

Purpose is to meet the needs and break the isolation of those bereaved by the suicide of a close relative or friend.

[www.sheffieldmentalhealth.co.uk/support/survivors-of-bereavement-by-suicide-sobs](http://www.sheffieldmentalhealth.co.uk/support/survivors-of-bereavement-by-suicide-sobs)

## **Talking Therapies**

Rotherham Talking Therapies provide evidenced based talking therapies to adults registered with a Rotherham GP who are experiencing common mental health problems such as depression, stress or anxiety.

**Tel:** 01709 447 755



# Child Bereavement Services



**Sunbeams**

Children's Bereavement Support

**Rotherham Hospice Child and Teenager Bereavement Services (Sunbeams)**

Providing practical and emotional support for children and teenagers of school age.

**Tel:** 01709 308900

**Child Bereavement UK**

Provide support for bereaved children and their family.

**Tel:** 0800 02 888 40

[www.childbereavement.org](http://www.childbereavement.org)

**Winston's Wish**

Provide support and guidance to bereaved children, young people and their families.

**Tel:** 0845 20 30 40 5

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

**Cavendish Care Centre**

Supportive care to children and young people up to the age of 18 who are experiencing distress when a close family member has cancer.

**Tel:** 0114 2784 600

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

**Childline**

Free 24hr helpline for children and young people who need to talk about any problems they may have.

**Tel:** 0800 1111

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

**Grief Encounter**

Provides free one-to-one counselling for bereaved children and teenagers, publishes books on grief and can help you find support local to you in the UK.

**Tel:** 020 8446 7452

[www.griefencounter.org](http://www.griefencounter.org)

**RD4U**

Youth branch of CRUSE Bereavement Care set up to help young people after the death of someone close.

**Tel:** 0808 808 1677

[www.rd4u.org.uk](http://www.rd4u.org.uk)

**Child Bereavement Network**

Information for young people who have lost someone close to them.

**Tel:** 08453 571 000

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

**Childhood Bereavement Network**

National resource for bereaved children and young people, their parents and care givers.

**Tel:** 02078 436 309

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



## More Information

To see this information using accessibility tools such as translation, text-to-speech, large print and more, please visit our website:

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

Tel: 01709 308 900

Rotherham Hospice, Broom Road  
Rotherham, South Yorkshire, S60 2SW

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