



St Catherine's

hospice care

Practical advice

and support

following

a bereavement



Please support your local Hospice
and help us to care for those in need



St Catherine's

Compiled in consultation with St Catherine's Carers' Group

**'Memories are the loveliest thing
They last from day to day
They can't get lost
They don't wear out
And can't be given away'**

(Anonymous)

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The staff at St Catherine's Hospice wish to express sincere sympathy to you and your family at this time. We hope this booklet is a useful resource to you during your bereavement, as we understand that it might not be easy to keep on top of everything at a time of emotional turmoil.

When someone dies, there are many decisions and arrangements you will need to make. This booklet will provide some help and guidance on the practicalities such as what to do first, registering the death and how to get financial assistance. It also explains some of the emotions and feelings you may experience as you adjust to your loss over time. Grieving is a normal reaction and it is a different experience for us all.

We have also provided contact details of some organisations who offer advice and support. The Family Support Team at the Hospice are also available to provide guidance.

St Catherine's Hospice

Telephone No: 01772 629171

Email: familysupport@stcatherines.co.uk

**The inclusion of any advertisements
does not imply that the organisation
endorses any particular service or product.**

What to do first

What to do when someone dies in St Catherine's Hospice?

You or your representative will need to arrange with the nursing staff to come to the Hospice to collect the Medical Certificate of Cause of Death. This certificate will be completed by the Hospice Doctor as soon as possible following the death. Any personal effects will be ready for you to collect at the same time.

Contact a Funeral Director

You will need to contact a funeral director and may want to contact several to compare costs and services offered. You do not have to wait until the Medical Certificate of Cause of Death has been issued to choose or contact a funeral director. If you experience difficulties choosing a suitable service, The National Association of Funeral Directors can be contacted (see useful contacts).

When you have chosen a funeral director, please inform the Hospice and advise whether it is to be a burial or a cremation. If you decide on a cremation, a special form has to be completed and given to the funeral directors. The funeral directors usually collect the completed cremation form themselves from the Hospice once it is completed or, if the person died at home, it is forwarded to the funeral director by the GP.

Solicitors / Wills

You should find out if there is a Will and consult the solicitors who hold it, to determine what the wishes of the deceased were regarding funeral arrangements. The Will also discloses the names of the executors or the persons legally entitled to deal with their estate. If there is no Will (or the Will is invalid), the person is said to have died in 'intestate'. As a result, the estate must be dealt with in line with rules on intestacy, which set out who will inherit the estate and in what share. The Bereavement Advice Centre (see useful contacts) can assist with any queries as required.

What to do when someone dies at home?

If the death occurs at home, you should contact the deceased's GP who will complete a Medical Certificate of Cause of Death. Sometimes there are reasons why the GP is unable to issue a Medical Certificate of Cause of Death and the Coroner will be consulted.

If the death happens at night or out of surgery hours, telephone your GP surgery where there will be an out of hours telephone number. Call that number and explain that you require a professional to certify death. It is not necessary to call an ambulance if the death is expected.

What happens if the coroner is involved?

In exceptional circumstances it will not be possible for the Hospice Doctor or GP to issue a Medical Certificate of Death. In general, this is usually because it was sudden, unexpected, related to a recent fall or as a result of an industrial disease which will be discussed with you by the Doctor.

In these circumstances, the Hospice Doctor / GP will inform the coroner's office. The coroner may, by law, order a post mortem examination without obtaining permission from relatives so that the cause of death can be ascertained. The coroner then takes responsibility for the issue of the certificate. Likewise, a post mortem examination can be requested by relatives / friends of the deceased and any request will be considered accordingly. The Coroner can be contacted on telephone number 01772 703700.

Tissue Donation

It is now hospice policy that tissue donation is explored as an option for each patient. As part of your bereavement care, hospice staff will provide opportunity to discuss this. This will usually take place face to face, but if this is not possible a telephone conversation may be required. If a decision is made to donate tissue or you would like more information, hospice staff will liaise with local and national tissue donor coordinators on your behalf. Any decision about tissue donation is a voluntary and individual decision.

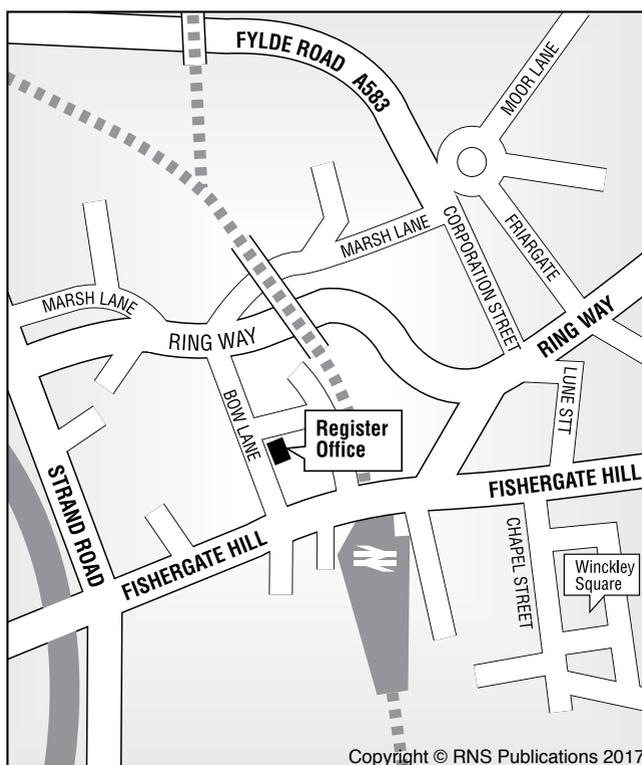
If on reading this booklet you need more information about tissue donation please speak to hospice in patient unit staff by contacting 01772 629171.

Registering the Death

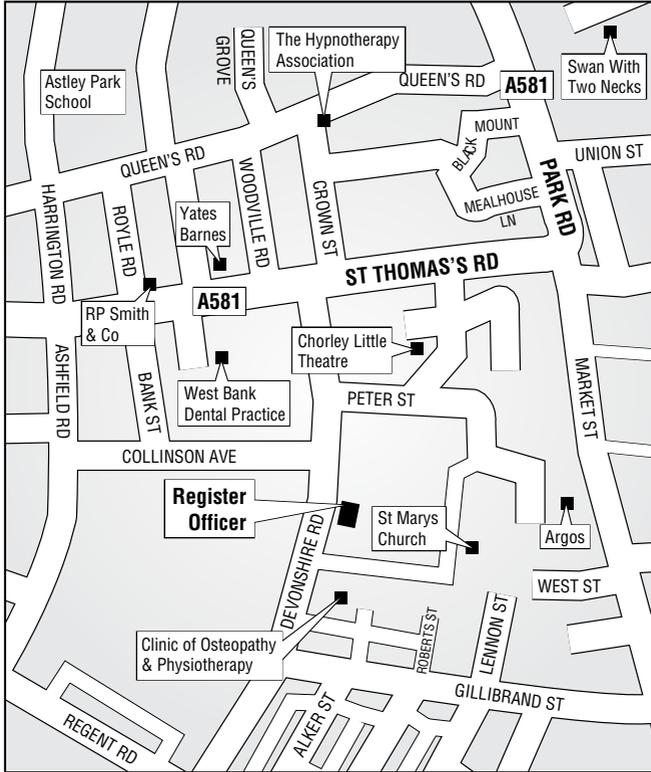
How do I register the death?

Once you have obtained the Medical Certificate of the Cause of Death, an appointment needs to be made with the Registrar to formally register the death. This is a legal responsibility and should usually be done within 5 days of the death (8 days in Scotland). You may choose to register the death at any registrars but there are local registrars available:

Lancashire Registration Service
Bow Lane, **Preston**, PR1 8SE



The Registrar of Births and Deaths
The Register Office
Devonshire House, Devonshire Rd, **Chorley PR7 2BY**



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The offices are open:
Monday to Friday 9.00am – 4.30pm
BY APPOINTMENT ONLY
Tel: 0300 123 6705 (both offices) Fax: 01772 531012
Appointments can also be made via the website:
www.lancashire.gov.uk
(Please note the offices are closed on Bank Holidays
and at weekends)

Persons qualified and liable to act as informants

The following people are designated by Births and Deaths Registration Act 1953 as qualified to give information concerning a death. **In order of preference they are:**

1. A relative of the deceased, present at the death.
2. A relative of the deceased, in attendance during the last illness.
3. A relative of the deceased, residing or being in the sub-district where the death occurred.
4. A person present at the death.
5. The occupier* if they knew of the happening of the death.
6. Any prison inmate if they knew of the happening of the death.
7. The person causing the disposal of the body.

* **'Occupier'** in relation to a public institution includes the governor, keeper, master, matron, superintendent or chief resident officer.

What you should take with you:

- the medical certificate which shows the cause of death
- the person's medical card, if available
- the person's birth certificate, marriage or civil partnership certificate if available.

You should tell the Registrar:

- the person's date and place of death
- the person's usual address
- the person's first names and surname (and maiden name if applicable)
- the person's date and place of birth (the town and country if they were born in the UK, and the country if they were born abroad)
- the person's occupation and the name and occupation of their husband, wife or civil partner
- if the person was in receipt of a pension or benefits from the Government
- date of birth of their surviving husband, wife or civil partner (if the person was married or in a civil partnership).

What will I need from the Registrar's office?

- A certificate for burial or cremation (known as the 'green form') which should be given to the funeral director unless the coroner has given you an order for burial (form 101), or a certificate for cremation. These give permission for the body to be buried or cremated. The funeral cannot be held until these forms / certificates are given to the Funeral Director.
- A certificate of registration of death (form BD8). This is for benefit purposes only. If it applies, it should be completed and taken to your nearest Jobcentre so any benefits can be ceased.
- Leaflets about bereavement benefits, funeral grants and income tax for surviving husbands, wives or civil partners where appropriate.
- A check list of who to inform.
- The death certificate is a certified copy of the entry in the death register and you may need several copies for the Will, settling of pension claims, banks, insurance policies, council and tax office etc. There is a standard fixed rate for these copies, although the cost increases if you ask for copies some time after registering the death.

Financial Assistance

Bereavement benefits are available to some widows/ widowers and civil partners. This is dependent on whether you are under the state pension age and the deceased person's national insurance contributions. In addition, if you are in receipt of certain benefits and have difficulties with funeral expenses, there is financial help available in the form of a funeral payment:

<https://www.gov.uk/funeral-payments/overview>

There is a time limit for claiming bereavement benefits and funeral payments so it is best to take advice from your local job centre as soon as possible.

Also, when someone dies in your household who is in receipt of state benefits, inclusive of retirement pensions, it may be that you will need a review of your benefits (inclusive of housing benefit and council tax), so we suggest you seek advice from the DWP Bereavement Service , Welfare Rights or your local job centre.

Equipment

What happens when I no longer need the equipment I receive on prescription?

The equipment provided on prescription belongs to you. It is not cost effective to collect, clean, store and reissue most items because of their low value. Like any other household waste it is up to you to dispose of the equipment when you no longer need it. However, you can donate the non-returnable equipment to International Aid or Brighter Future Workshop (see useful contacts) or dispose them at your local Household Waste Recycling Centre.

What happens with larger equipment not on prescription?

If you are provided with a more costly piece of equipment, such as a hoist or bath lift, you will not receive a prescription as the equipment will have been loaned to you and will need to be returned once you no longer need it.

The number to contact if the supplier was Social Services is Tel: 0300 1236720 and if supplied by Mediquip please contact Tel: 01772 286573.

Wheelchairs

If you have a wheelchair you would like collecting please contact:

Preston Tel: 01772 716921

Chorley and South Ribble: 01695 556492

Walking Aids

Regarding the collection of walking aids please telephone Mediquip Tel: 01772 286573 who may collect certain items but likewise if not you could consider International Aid or Brighter Future Workshop.

How to cope with your grief

The effect of someone dying may be a devastating experience, causing stronger emotions than you've ever felt before. Grief is an individual process and we each respond differently. This may be dependant on our culture, age, the relationship we had with the deceased and the support we receive from others e.g. family and friends. What is important is that you allow yourself time to grieve, be kind to yourself and adapt to your loss in a way that is right for you.

Feelings

Grief takes time and effort and you may already feel drained, physically and emotionally, if the person had been ill for a long time. Even if you knew the person was dying, there may still be a sense of shock when death occurs. You may initially feel numb, empty and in disbelief, as if you're in a dream, on an emotional rollercoaster and as if it isn't really happening.

Your feelings may develop into emotions such as anger, guilt, sadness and you may relive the event to the extent where you have flashbacks, become tense, panic and restless. These emotions can occur at night and you may have difficulty sleeping.

You may react by becoming irritable or critical of yourself and others. You may also feel unable to attend to routine matters to the extent where you lose your appetite, don't feel motivated to undertake daily living tasks, or are able to think straight. This could all lead to feelings of despair.

Although these feelings and emotions can make you so overwhelmed to the extent where you might feel you are going 'mad', please be reassured that these are normal reactions to your loss. Grief is a process that responds to your loss and not a sign that you are not coping.

Sometimes people feel unable to grieve following a death, perhaps because they are caring for someone else and they feel that they 'have to be strong'. Their grief may be delayed and then released when a subsequent loss or event occurs which may even be relatively minor but acts as the trigger for emotions to be expressed. Sometimes this can be many years after the original loss.

Don't be afraid to speak about your feelings to someone but be aware, some people may be afraid to speak about the person who has died for fear of upsetting you. You may need to let them know when you want to talk. You might cry but this is a natural way of releasing emotions so don't apologise for any display of sadness.

What you can do to help yourself

- **Express your feelings**
Holding painful feelings inside may affect your grieving.
- **Ask for help**
Relatives and friends may want to help but often don't know what to do.
- **Accept help**
Friends and relatives may make difficult moments easier. For some people religious faith, whatever that may be, and support from religious leaders and other members of their faith /community can be a great comfort.
- **Be kind to yourself**
Some days will be more painful than others but you will find your own way of coping, difficult though it may seem. It might be beneficial to initially avoid making any major decisions until you feel you have adapted to your loss.
- **Get plenty of rest**
You will have more energy to face problems and join in activities.
- **Stay Healthy**
Eat a variety of healthy foods and try to get some physical activity (consult your GP if starting an exercise programme).

Do I need someone to talk to?

The death of someone you love or know can be extremely distressing, and grieving for your loss is a **normal** process. However, you may consider asking for additional support if your feelings become **prolonged**:

- Intense feelings or body sensations continue to be overwhelming.
- Memories, dreams and images of the death or events leading up to it, continue to intrude your thoughts to the extent where you feel fearful and unable to rest.
- You find no relief from tension or confusion, with a sense of emptiness or exhaustion.
- Your work performance becomes affected.
- You have to keep active to avoid feeling your loss and grief.
- You experience nightmares and your sleep pattern becomes disturbed.
- You find yourself getting uncontrollably angry.
- You have no one to talk to about your feelings.
- You experience difficulties with existing relationships.
- You find your use of substances such as alcohol, cigarettes and drugs can start or increase.
- You feel 'burned out'.
- You feel physically unwell i.e. headaches, feeling sick, dizziness, heartburn, shortness of breath, weight loss, difficulty sleeping and lack of energy.

If you feel unwell or are concerned about your physical or emotional symptoms, please seek advice from your GP.

How to support yourself?

You may prefer to organise things by yourself but you may also want to consider the help of relatives or a close friend. They often want to help because they care.

Likewise, you may feel you need extra support. St Catherine's Hospice Care continues in the form of bereavement support, so feel free to contact the Family Support Team who will be more than pleased to help.

Spiritual and religious well-being may form an important part of how you look after yourself. If you have an established practice, such as church attendance, it may be that you try and maintain this, as ritual and routine can often be a source of stability in times grief. If you are a member of an established faith group, you may also like to seek the support of a spiritual advisor from that group. What can also be important is the recognition the thoughts and feelings that are affecting you are normal.

There are established mainstream local faith communities who may have events that you can access such as public acts of worship for the deceased. In addition there may be luncheon clubs that you can join in order to meet others who may have had a similar experience to yourself. Details should be available from your local faith community.

However, if you feel you need support to access these services please contact the Family Support Team. They coordinate spiritual care at the Hospice and would be more than willing to help.

Talking to children about death

As adults we feel the need to protect children from things that we might find difficult. It is easy to assume children will not understand death and bereavement or that it will be too upsetting.

However, we can often under estimate a child's ability to cope. Like adults, children can find it harder to cope if they are not told what is happening and can be more frightened by their own imagination.

It is helpful for adults to share their feelings, such as sadness, with children. By doing so, they learn that it is natural to feel sad when someone dies. Children often like to draw pictures, write stories or play as part of their way of saying goodbye.

Perhaps consider allowing them the opportunity to be involved in and / or attend the funeral.

Children should be told the facts in a simple manner, using appropriate words, eg dead, rather than lost or asleep.

Encouraging children to ask questions and continuing with their routines will help them to feel involved and secure. It is advised to inform their school of what is happening and to share any concerns about your child.

Bereavement Support Networks

Bereavement support and counselling is provided by various organisations locally whose contacts can be found under useful contacts and at St Catherine's Hospice in the form of:

1. Bereavement Volunteers

They are managed by the Family Support Team and can provide bereavement support in the form of telephone calls, one to one and group work. We have found that it's sometimes easier to talk with someone neutral when grieving and they aim to provide this by providing a listening ear.

2. Community Palliative Care (Clinical Nurse Specialist)

The Community Palliative Care Team provides bereavement support for a limited period to families and carers known to them.

3. Bereavement Therapy Group

This is a closed group which usually meets once a year and attendance is by invite only. It is for relatives of people who were supported by palliative care services either in the community, hospital or hospice. It is a structured group which means that each session has a theme relating to bereavement and general wellbeing. The group is facilitated by the Family Support Team who coordinate Bereavement Services at the Hospice.

4. Bereavement Support Group

This provides mutual support to all bereaved families and not just people known to St Catherine's. It has some structure in that there are themes to some sessions, occasional speakers attend but sometimes they just meet for a coffee and a chat. The group meets at the Hospice on the second Wednesday of the month from 7.30pm to 9pm apart from December and also at Vine House (useful contacts) on the first Monday of the month from 1pm to 3pm.

5. Bereavement Counselling

Can be provided by the Hospice as we have a small team of volunteer counsellors both qualified and students who provide talking therapy when it's needed most.

6. Bereavement Support for Children

Bereavement support for children can be arranged by St Catherine's via a children's pre and post bereavement service 'STRIDE' based at Vine House, Preston.

If you require further information about any of the aforementioned services, please contact St Catherine's Hospice and ask for the Family Support Team your Clinical Nurse Specialist or you could call Vine House about bereavement support for children.

Remembrance Events

Tie a Yellow Ribbon Round a Hospice Tree

The Hospice has been holding this event for a number of years to mark the memory and celebrate the life of a loved one. Donation forms are available either on the Hospice website or from reception between April and June. Your message for your loved one will be written on the yellow ribbon and tied to trees throughout the Hospice grounds. The ribbons fluttering in the breeze during June is a fitting celebration of life and makes the gardens look even more stunning.

Light Up A Life

This is an annual event whereby you can dedicate a light in the Hospice grounds in remembrance of someone known to you. Donation forms are available either on the Hospice website or from reception between October and December.

The lights are switched on at a service normally held the first week in December. All the names of those whose lives are being celebrated are on display in a special Light Up A Life book. Anyone can sponsor a light in memory of a loved one, it's not just for those known to St Catherine's. However, anyone who has died at the Hospice is named in a special memory book. These books can be viewed throughout the year in the Hospice Chapel. Refreshments are available and there are opportunities to talk with others for mutual support, should you feel the need. The lights then shine brightly throughout December until the first week in January.

Remembrance Services

Are held regularly throughout the year at the Hospice and attendance is by invite only. The invites are sent to bereaved families of people who have been known to Hospice services within a given time period.

Its aim is to provide opportunities to remember and give thanks for the lives of your loved ones. It is facilitated by the Family Support Team who coordinates spiritual care and contributions are provided by a variety of Hospice staff.

How you could support the Hospice

Create a lasting legacy

Many families and friends who have experienced the care of St Catherine's ask us how they can help the hospice. It can be a way for them to honour the memory of a loved one, and a comfort to know they are helping others to have access to the same care and support.

It's important to stress this is never something we expect and St Catherine's is here to serve those who need us in our local community and does not ask for anything in return. But if you would like to know more about getting involved with your local hospice, we hope you find the information below helpful.

Funeral reception

If you are planning to have a Funeral Reception for your loved one, holding it at The Mill at St Catherine's Park can support the hospice to sustain its much needed services.

The Lostock Room in The Mill is available for hire up to 5pm and can accommodate 40 people. Likewise after 5pm the café is available for up to 60 people. The Mill is fully licensed and catering is tailored to your specific requirements.

If your preference is to have a Funeral Reception at another venue, such as your Home, a Church Hall, or a Local Village Hall or Club, then the Mill Outside can provide a Delivered Catering Service, again tailored to your specific requirements.

For more details please call a member of our Catering Team on 01772 695277 or email: themill@stcatherinespark.co.uk

All profits raised through the Mill Café & The Mill Outside supports the specialised care of St Catherine's Hospice.

Likewise, there are many other venues available locally than can be found via the web such as local hotels and restaurants.

Donate to one of our hospice shops

Our charity shops sell everything from clothes, accessories and furniture to home ware, books and CD's which are located across the boroughs and are always in need of good quality donations. These can be sold to raise vital funds for St Catherine's. Our dedicated furniture shops in Preston, Leyland and Chorley can also help with a collection and delivery service.*

Items can be dropped off at the shops (see pages 26-27 for a full list) or the Donation Centre within the hospice grounds at Lostock Hall.

For more information contact your local shop or call our trading department on 01772 313063.

** Please don't be disappointed if we are unable to collect your items for reasons of safety or quality.*

Give in memory

St Catherine's Hospice relies on charitable support to raise around £3.5m each year. A regular gift each month would make a huge difference in helping us to deliver our much valued services today and plan ahead for the future.

In memoriam gifts which can be made through donations in lieu of flowers at a funeral are another way of supporting St Catherine's. This helps us to be there for people in our community when they need us. Other people may not be in a position to give at this time, but may like to think about leaving a gift to St Catherine's in their will, so this could also be an idea to consider.

For more information about pledging a gift please contact the administration team on 01772 629171 or email administration@stcatherines.co.uk.

Volunteer

St Catherine's Hospice would not be able to survive without its dedicated team of volunteers who give their time in countless different ways.

Following a bereavement, we ask that you give a period of six months before applying to volunteer which may give you time to ensure your personal grief is resolved sufficiently to carry out your volunteer role and cope in a palliative care setting.

We are committed to ensuring that volunteers who join the hospice become a valued part of the team and department that they work in. Opportunities are available in most of the departments within the hospice, and also within the shops we operate throughout Chorley, Preston and South Ribble. Details of current volunteering opportunities are available on our website: www.stcatherines.co.uk, where there is also an online application form.

If you are unsure of which area you may wish to volunteer for you can contact the hospice on 01772 629171 and ask for the Volunteer Co-ordinator to arrange an informal visit.

Thank you for your support.

St Catherine's Hospice Charity Shops

Preston:

Ashton Charity Shop, 25 Prospect Place, PR2 1DL
Tel: 01772 726023

Ashton Book Shop, 73 Wellington Road, PR2 1BX
Tel: 01772 731997

Fulwood Boutique, 109 Black Bull Lane, PR2 3QA
Tel: 01772 379020

Lostock Hall Charity Shop, 452 Leyland Road, PR5 5RY
Tel: 01772 335313

Longridge Charity Shop, 89 Berry Lane, PR3 3WH
Tel: 01772 784210

Longton Boutique, 2C Franklands, Longton PR4 5PD
Tel: 01772 378650

Penwortham Ladies' Boutique, 2A Priory Lane, PR1 0AR
Tel: 01772 378810

Preston Charity Shop, 11 Lune Street, PR1 2NL
Tel: 01772 378481

St Catherine's Hospice Superstore,
Unit E, Guild Trading Estate, Ribbleson Lane, PR1 5DP
Tel: 01772 378228

Leyland:

Leyland Charity Shop, 4 Sumner Street, PR25 2LD
Tel: 01772 454773

Leyland Furniture Shop, 6 Sumner Street, PR25 2LD
Tel: 01772 621772

Chorley:

Chorley Charity Shop, 8 High Street, PR7 1DN

Tel: 01257 260131

Chorley Furniture Shop, 61 Clifford Street, PR7 1SE

Tel: 01257 241800

Chorley Book Shop, 54 Chapel Street, PR7 1BS

Tel: 01257 273258

St Catherine's Hospice

Gift Shop and Donation Centre, Lostock Lane, Lostock Hall,
Preston, PR5 5XU

Tel: 01772 313063 (Trading office)

Useful Contacts

Bereavement Support Network

Advice regarding funerals, probate, tax benefits and preventing junk mail to the deceased.

Freephone: 0808 168 9607

www.bereavementsupport.co.uk

Brighter Future Workshop

20 Greenhey Place, Gillibrands, Skelmersdale, WN8 9SA

Telephone: 01695 724361

www.bfworkshop.com

Citizens Advice Bureau

Town Hall Annexe, Birley Street, Preston, PR1 2QE

Telephone: 01772 822416 (advice line)

35-39 Market Street, Chorley, PR7 2SW

78 Towngate, Leyland, PR25 2LR

Telephone: 0344 245 1294 / 0344 411 1444 serves both the Chorley and Leyland office

Department of Work & Pensions Bereavement Services

One call for notification, benefit eligibility check and/or funeral payment claim.

Telephone: 0345 606 0265

Telephone: 0345 606 0275 (Welsh)

www.gov.uk

Gingerbread Helpline

Support for single parents.

Telephone: 0808 802 0925

www.gingerbread.org.uk

HM Coroner

2 Faraday Court, Faraday Drive, Fulwood, Preston PR2 9NB

Telephone: 01772 703700

H.M Revenue & Taxes Helpline

Charles House, 8 Winckley Square, Preston PR1 3HY

Telephone: 0300 200 3300

International Aid Telephone: 01772 619888

National Association of Funeral Directors

Funeral advice.

618 Warwick Road, Solihull, West Midlands, B91 1AA

Telephone: 0121 711 1343

Email: info@nafd.org.uk

www.nafd.org.uk

Pensions Service

Provide a full benefit entitlement check for people aged 60+ in their own home.

Telephone: 0345 6060265

Probate and Inheritance Tax Helpline

Telephone: 0300 123 1072

Registrar of Births and Deaths

Deaths can be registered at either Preston or Chorley

Bow Lane, Preston, PR1 8SE.

Devonshire House, Devonshire Road, Chorley, PR7 2BY

Telephone: 0300 123 6705

Monday to Friday: 9am - 4.30pm

BY APPOINTMENT ONLY

Appointments can also be made via the website:

www.lancashire.gov.uk

Tell Us Once

Once a death has been registered you may contact these numbers and they will advise various organisations of the death on your behalf. Telephone: 0800 085 7308

between 8am and 8pm, Monday - Friday.

Welfare Rights Service

Free confidential advice on benefit problems for Lancashire Residents.

Advice Line: Monday to Friday 9am – 4pm

Telephone: 0300 123 6739

Email: infowrs@lancashire.gov.uk

www.lancashire.gov.uk/benefits-and-grants

Bereavement Support / Counselling

Bereavement Support Group

Preston

Telephone: 01772 523730

Cedar House

Provide Bereavement Counselling.

23 Mount Street, Preston, PR1 8BS

Telephone: 01772 880909

Mobile number 07825641401

Email: enquiries@cedarhousepreston.co.uk

Chorley Women's Centre

Provide Bereavement Counselling.

55 Clifford Street, Chorley, PR7 1SE

Telephone: 01257 265342

CRUSE

Bereavement Support

Helpline: 0808 808 1677

Central Lancs (Preston, Chorley,
South Ribble, Blackburn and Burnley) 01772 433645

Fylde, Wyre and Garstang: 01772 686668

Monday to Friday: 9.30am – 5pm

Email: lancashire@cruse.org.uk

www.cruse.org.uk

Funeral Map

Your pathway to local funeral services.

www.funeralmap.co.uk

Lasting Post

Advice on all aspects of death.

www.lastingpost.com

LGBT Bereavement

Lesbian, Gay, Bisexual and Transgender Community.

Helpline: 0207 833 1674

Tuesday, Wednesday, Friday: 7.30pm – 9.30pm

www.londonfriend.org.uk

Samaritans

One to one telephone support available 24 hours.

Telephone: 01772 822022

National: 116 123 (freephone)

www.samaritans.org.uk

Stop Mail

To stop unwanted junk mail addressed to the recently deceased, please visit www.stopmail.co.uk or ask The Family Support Team for a leaflet. This free of charge service provided by the Bereavement Support Network will actively reduce the unwanted mail and the likelihood of identity theft following the death of someone close.

Telephone: 0808 168 9607

Vine / Croston House

Provide bereavement support and counselling for **adults and children.**

22 Cromwell Road, Preston, PR2 6YB

Telephone: 01772 793344

Croston House

113 Croston Road, Garstang, Preston, PR3 1HQ

Telephone: 01995 606469

WAY - Widowed and Young

For those widowed under age of 50

For more information please contact through the website:

www.widowedandyoung.org.uk

Email: enquiries@widowedandyoung.org.uk

Bereavement Support for Children

Child Bereavement

Support and Information Line 9am - 5pm weekdays

Tel: 0800 0288840 (Freephone from landlines)

Email: support@childbereavementuk.org

www.childbereavementuk.org

Child Bereavement Network

Believe that all children have the right to information, guidance and support to enable them to manage the impact of death on their lives.

Telephone: 020 7843 6309

Email: cbn@ncb.org.uk

www.childhoodbereavementnetwork.org.uk

Hope Again

The children and young people's and young people's branch of Cruse Bereavement Care.

Freephone Helpline: 0808 808 1677

Monday - Friday: 9.30am – 5pm

www.hopeagain.org.uk

Winstons Wish

the charity for bereaved children

National Helpline: 0808 8020 021

Local Mobile: 07867 369886

or email northwest@winstonswish.org.uk

STRIDE

Specialist Bereavement Support for Children and Young People

Vine House, 22 Cromwell Road,

Ribbleton, Preston PR2 6YB

Tel: 01772 798 746

Email: info@cancerhelppreston.co.uk

Advice on Religious or Secular Services

You will find churches of all major Christian denominations in your local Yellow Pages directory.

British Humanist Association

A national organisation that can provide a representative for non-religious funerals as well as advice on organising the ceremony.

Telephone: 02073 243060

Email: info@humanism.org.uk

www.humanism.org.uk

Finding a Christian Church

Church of England

www.achurchnearyou.com

Catholic Church

www.ukcpd.com

One Spirit Interfaith Foundation

A national organisation that can provide representatives to help plan tailor made ceremonies, with or without a spiritual element.

Telephone: 0333 3321996

www.interfaithfoundation.org

The Buddhist Society

Telephone: 020 7834 5858

www.thebuddhistsociety.org

The Muslim Council of Britain

Telephone: 0845 2626786

www.mcb.org.uk

United Synagogue

Telephone: 020 8343 8989

www.chiefrabbi.org

They are gone

You can shed tears that they are gone

Or you can smile because they lived

You can close your eyes and pray that they will come back

Or you can open your eyes and see all that they have left.

Your heart can be empty because you can't see them

Or you can be full of love that you shared

You can turn your back on tomorrow and live yesterday

Or you can be happy for tomorrow because of yesterday.

You can remember them and only that they are gone

Or you can cherish their memory and let it live on

You can cry, close your mind, be empty and turn your back

Or you can do what they would want:

smile, open your eyes, love and go on.

