



Bereavement Services Directory

Cheshire and Merseyside

Updated February 2024

Information is correct at time of release.

Introduction

This is a directory of services that can support people who are experiencing a bereavement and the associated feelings of loss and grief. The directory also includes services that support people who are facing death themselves and people affected by the death of someone important to them.

The directory has been written for people living and working in Cheshire and Merseyside, although some of the services listed are available in the North West or across England.

What is included in the directory?

The directory lists contact details and some brief information about the support that different organisations can provide. If you require more detail, you are advised to visit the relevant website or contact the organisation directly.

The directory only includes details of organisations that provide support specifically for bereavement. There are many other organisations, such as faith groups and befriending organisations that can offer support before, or after a loss. However, as the remit of these services is broader than just bereavement, they have not been included here.

The directory includes some information about services who provide advice or support about what to do after a death or funeral planning, for further information, please visit the following website:

UK Government: What to do when someone dies: <https://www.gov.uk/when-someone-dies>

How is the information organised?

The first part of the directory lists **services by area** according to where they are located. Some services cover more than one area e.g., a service located in North Liverpool may cover the south of the city as well.

The directory then lists services that provide support in **specific circumstances**, or to **specific groups** of people.

Disclaimer

The directory has been compiled by the North West Coast Clinical Networks using information provided by services. The Network has not quality assured the services, or the information provided. The inclusion of a service in this directory does not constitute a recommendation.

About the North West Coast Clinical Networks

The North West Coast Clinical Networks bring together patients, carers, health and social care commissioners, providers, third sector organisations and communities. By working together, we improve outcomes for patients and their families, and invest in the health of future generations.

We provide in-depth, high quality clinical leadership and advice to improve health and care services across Cheshire, Merseyside, Lancashire and South Cumbria.

Our core networks are leading the way to help transform health outcomes in the following areas:

- Diabetes
- Maternity and perinatal mental health
- Adult, children and young people's mental health and dementia
- Respiratory
- Additional networks delivering local priorities includes Stroke, and Palliative and End of Life Care

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Services by Area

Cheshire East

Name of service	Mid Cheshire Hospitals Trust Bereavement Support Service
Contact number	01270 273882
Website	Bereavement :: Mid Cheshire Hospitals NHS Foundation Trust (mcht.nhs.uk)
Address	Bereavement Office, Leighton Hospital, Middlewich Road, Crewe, CW1 4QJ
What type of support is offered?	Should you require help, advice or information the Bereavement Manager will be available. The service provides: <ul style="list-style-type: none"> • The Bereavement Manager, on your behalf, can arrange an appointment with the Registry Office so that the death of your loved one can be registered promptly. • Medical Certificates of Cause of Death (MCCD) • Medical Examiner Service • Coping with Sudden Death booklet
Who provides the service?	Mid Cheshire Hospitals NHS Foundation Trust
Who is the service for?	Families of Leighton Hospital patients
How can people use the service?	The Bereavement Service is currently available Monday to Friday, 8.30am – 4.30pm (excluding Bank Holidays).

Name of service	East Cheshire Hospice - Children's Therapies Team
Contact number	01625 610364 Children and Families Bereavement Service tel contact: 01625 666 994
Website	Loss and Bereavement Service for children/young people CheshireEast
Address	East Cheshire Hospice, Millbank Drive, Macclesfield, Cheshire, SK10 3DR
What type of support is offered?	Counselling (1:1 and groups); Information and Advice
Who provides the service?	East Cheshire Hospice
Who is the service for?	The East Cheshire Hospice Children's Therapies Team support children aged 4 -18, who either have someone close to them diagnosed with a life limiting illness, or who has died within the last three years.
How can people use the service?	Please use the following NHS email address for referrals from adult carers and professional people: cmicb-cheshire.echospicecb@nhs.net Please feel free to get in touch for further information about the services or your needs.

Name of service	St Luke's (Cheshire) Hospice - Family Support Service
Contact number	01606 551246
Website	Family Support & Counselling - St Luke's Hospice Cheshire (slhospice.co.uk)
Address	St. Luke's Hospice, Grosvenor House, Queensway, Winsford, Cheshire CW7 1BH
What type of support is offered?	Counselling; Bereavement Support for Adults; Bereavement Support for Children

Who provides the service?	St Luke's Hospice
Who is the service for?	Family Support and Counselling team is able to offer counselling to patients, carers and family members. Can also support bereaved adults and children where there is a prior connection with the Hospice.
How can people use the service?	Self-referral; Referral by any health care professional. Contact St Luke's Family Support and Counselling Team directly on 01606 551246 or by email .

Name of service	Macclesfield Bereavement Support Service
Contact number	01625 439333 (Monday – Friday) This number is permanently connected to an answerphone. Leave your name, a contact telephone number, and a short message, and you will receive a call back.
Website	https://bereavementmacclesfield.com/
Address	Bereavement Support Service, c/o Customer Care Department, Macclesfield Hospital Victoria Rd, Macclesfield, SK10 3BL
What type of support is offered?	<ul style="list-style-type: none"> • Bereavement Support • Counselling
Who provides the service?	Macclesfield Bereavement Support Service
Who is the service for?	Adults (aged 18+)
How can people use the service?	Self-referral If you live in East Cheshire (Macclesfield, Holmes Chapel, Knutsford, Tabley, Congleton, Wilmslow, Disley, Handforth or Poynton). Please note the service does not cover Biddulph, Northwich, Crewe, Winsford or Middlewich areas

Name of service	Insights Listening Service
Contact number	07942337801
Website	Insights Bereavement Listening Service CheshireEast MarketPlace
Address	Email: insightsnantwich@hotmail.com
What type of support is offered?	<ul style="list-style-type: none"> • Listening support for people who are experiencing bereavement or is experiencing anticipatory grief following a close one's terminal diagnosis. • Sessions can be arranged face to face, by phone or virtually
Who provides the service?	Insights Listening Service
Who is the service for?	Adults (aged 18+) living in the Nantwich (CW5) area.
How can people use the service?	Self-referral; referral by Social Prescriber

Cheshire West and Chester

Name of service	STAR Group (Share, Talk and Remember)
Contact number	07498 545450 iriskeating10@googlemail.com
Website	Star Bereavement Peer Support Group (infrodsham.uk)
Address	Parish Hall, Church Street, Frodsham WA6 6PN
What type of support is offered?	Bereavement Peer Support Group providing a space for people grieving from a bereavement, loss or difficult transition in their lives. The group does not offer formal therapy or counselling. Meets first Monday of the month, from 1-3pm
Who is the service for?	Bereaved residents of Frodsham, Helsby and Elton
How can people use the service?	Ring to book place Not a drop-in session and will need to know if you plan to attend. So please phone them first on 07498 545450.

Name of service	Bereavement help point (Elton, Chester, Ellesmere Port)
Contact details	Email: bereavement@hospicegs.com
Website	Family Support & Bereavement Services - Hospice of the Good Shepherd
Address	Elton Community Centre, School Lane, Chester, CH2 4PU
What type of support is offered?	Community bereavement drop-in groups (also available via Zoom). A great space to tell your story and listen to how others are coping. We support people with any bereavement, regardless of the time, place or manner of the death. Drop in: 10.30am – 12.30pm 1 st and 3 rd Tuesday of the month
Who provides the service?	(West Cheshire bereavement support service) Hospice of Good Shepherd
Who is the service for?	Everyone is welcome.
How can people use the service?	Email to register. No referral needed. Drop in for a few minutes or stay for the whole session. Attend once or every time.

Name of service	Bereavement help point (Chester, Ellesmere Port)
Contact details	Email: bereavement@hospicegs.com
Website	Family Support & Bereavement Services - Hospice of the Good Shepherd
Address	Chester Storyhouse, Hunter Street, CH1 2AR Ellesmere Port Library, Civic Way, CH65 0BG
What type of support is offered?	Community bereavement drop-in groups (also available via Zoom). A great space to tell your story and listen to how others are coping. We support people with any bereavement, regardless of the time, place or manner of the death. Chester Storyhouse Drop in: 2-4pm 2 nd and 4 th Wednesday of the month Ellesmere Port Library Drop in: 2-4pm 2 nd and 4 th Thursday of the month
Who provides the service?	(West Cheshire bereavement support service) Hospice of Good Shepherd
Who is the service for?	Everyone is welcome.

How can people use the service?	Email to register. No referral needed. Drop in for a few minutes or stay for the whole session. Attend once or every time.
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Name of service	Bereavement Counselling Service - Northwich
Contact details	Email: wendy.crow@nhs.net / aimee.botticchio@midcheshiremind.org.uk
Address	St Helens Church, Northwich, CW9 5PB
What type of support is offered?	Bereavement counselling
Who provides the service?	Aimee Botticchio and Wendy Crow
Who is the service for?	Residents of Northwich
How can people use the service?	Thursdays 10.30am – 12pm weekly for 6 weeks

Name of service	Bereavement Cafe
Contact details	Tel: 01244 275646 Email: susanwhitfield74@gmail.com
Address	Northwich Library (currently at Weaver Hall Museum, London Road, CW9 8AB)
What type of support is offered?	Peer to peer support The Bereavement Cafe is a secure, comfortable space where individuals can discuss their experiences with grief and loss in a safe and supportive environment.
Who is the service for?	All welcome
How can people use the service?	Come along for a chat, some mindful activities and maybe a biscuit or two Every other Friday at 10am

Name of service	Countess of Chester Hospital
Contact details	01244 362928 / 01244 362986
Website	Bereavement Support in West Cheshire Countess of Chester Hospital
Address	N/A
What type of support is offered?	Information Booklet given to bereaved families when a patient dies in the hospital. The Bereavement Support booklet aims to help with the practicalities of the loss and to understand some of the emotions people face during a bereavement.
Who provides the service?	Countess of Chester Hospital NHS Foundation Trust
Who is the service for?	Anyone who may need it in West Cheshire, regardless of the place or cause of death
How can people use the service?	Hospital ward

Name of service	Hospice of the Good Shepherd – Living Well Service
Contact number	01244 851091 / Counselling Team 01244 853193 / email counselling@hospicegs.com
Website	Adult Counselling Service at Living Well - Hospice of the Good Shepherd
Address	Hospice of the Good Shepherd, Gordon Lane, Backford, Chester, CH2 4DG
What type of support is offered?	Adult Counselling Service; Bereavement support to families and those close to them; online Bereavement Help Points
Who provides the service?	Hospice of the Good Shepherd
Who is the service for?	<ul style="list-style-type: none"> • Patients and families known to the hospice or to any of the specialist palliative care teams in West Cheshire • There are no specific criteria in terms of time, place or cause of death
How can people use the service?	<ul style="list-style-type: none"> • Referral by healthcare professional; • Self-referral

Name of service	Hospice of the Good Shepherd - Reflect Service (Children)
Contact number	01244 851104
Website	Children & Young People’s Service at Living Well - Hospice of the Good Shepherd
Address	Hospice of the Good Shepherd, Gordon Lane, Backford, Chester, CH2 4DG
What type of support is offered?	Children & Young People’s Counselling Service;
Who provides the service?	Hospice of the Good Shepherd
Who is the service for?	<ul style="list-style-type: none"> • Children and young people who are registered to a West Cheshire GP or have a connection to the Hospice of the Good Shepherd; • Children and young people who are bereaved or have a family member with a life limiting diagnosis • There are no specific criteria in terms of place or cause of death.
How can people use the service?	<ul style="list-style-type: none"> • Referral by healthcare professional • If you are a parent, family member, school or Health Care Professional, and would like to know more about the service or refer a child or young person aged 4 -18, please contact us on 01244 851104 or email reflect@hospicegs.com

Liverpool North

Name of service	Aintree University Hospital Bereavement Services
Contact details	0151 529 2855 / 6060 / Email: Bereavement.AUH@liverpoolft.nhs.uk SWAN Team: 0151 706 3000 / SWAN@liverpoolft.nhs.uk
Website	Bereavement Services :: Liverpool University Hospitals NHS Foundation Trust
Address	N/A
What type of support is offered?	Specialist Bereavement Care (practical and emotional) <ul style="list-style-type: none"> • Support during visits with the deceased • Support from Mortuary, Bereavement, Medical Examiner and SWAN services • Enabling memory making by assisting with creating mementos • Follow-up calls to the bereaved, home visits - plus much more • Signposting to other services is available when and where necessary
Who provides the service?	Liverpool University Hospitals NHS Foundation Trust
Who is the service for?	Bereaved relatives and friends of patients
How can people use the service?	<ul style="list-style-type: none"> • Referral by healthcare professional; • Self-referral

Name of service	Broadgreen Hospital Bereavement Services
Contact details	0151 2826264 / Email: Bereavement.Services@liverpoolft.nhs.uk SWAN Team: 0151 706 3000 / SWAN@liverpoolft.nhs.uk
Website	Bereavement Services :: Liverpool University Hospitals NHS Foundation Trust
Address	N/A
What type of support is offered?	Specialist Bereavement Care (practical and emotional) <ul style="list-style-type: none"> • Support during visits with the deceased • Support from Mortuary, Bereavement, Medical Examiner and SWAN services • Enabling memory making by assisting with creating mementos • Follow-up calls to the bereaved, home visits - plus much more <p>Signposting to other services is available when and where necessary</p>
Who provides the service?	Liverpool University Hospitals NHS Foundation Trust
Who is the service for?	Bereaved relatives and friends of patients
How can people use the service?	<ul style="list-style-type: none"> • Referral by healthcare professional; • Self-referral

Name of service	Royal Liverpool University Hospital Bereavement Services
Contact details	0151 706 3805 / 3804 / Email: Bereavement.RLUH@liverpoolft.nhs.uk

	SWAN Team: 0151 706 3000 / SWAN@liverpoolft.nhs.uk
Website	Bereavement Services :: Liverpool University Hospitals NHS Foundation Trust
Address	N/A
What type of support is offered?	<p>Specialist Bereavement Care (practical and emotional)</p> <ul style="list-style-type: none"> • Support during visits with the deceased • Support from Mortuary, Bereavement, Medical Examiner and SWAN services • Enabling memory making by assisting with creating mementos • Follow-up calls to the bereaved, home visits - plus much more <p>Signposting to other services is available when and where necessary</p>
Who provides the service?	Liverpool University Hospitals NHS Foundation Trust
Who is the service for?	Bereaved relatives and friends of patients
How can people use the service?	<ul style="list-style-type: none"> • Referral by healthcare professional; • Self-referral

Name of service	Liverpool Heart & Chest Hospital, Patient & Family Support
Contact details	0151 6001038 / 1639 / 1517 Chaplaincy: 0151 6006235 Specialist Palliative Care Team 0151 6001630 / 1247
Website	Liverpool Heart and Chest Hospital Bereavement Services
Address	Liverpool Heart and Chest Hospital, Thomas Drive, Liverpool, L14 3PE
What type of support is offered?	<ul style="list-style-type: none"> • The Patient and Family Support Team offer practical bereavement support and information including the Bereavement Booklet. They can also offer advice and guidance on who can help and where further information can be obtained • Chaplaincy team can offer spiritual support and can meet families on wards, in the office, in the mortuary for viewings or any other appropriate venues • Chaplaincy team can assist with funeral arrangements or memorial services
Who provides the service?	Liverpool Heart and Chest Hospital NHS Foundation Trust
Who is the service for?	Family of Liverpool Heart and Chest Hospital patients
How can people use the service?	Self referral; Referral from Hospital ward

Name of service	St. Joseph's Hospice Bereavement Service
Contact details	0151 924 3812 / Email: enquiries@stjhospice.org.uk
Website	www.jospice.org.uk
Address	St Joseph's Hospice, Ince Road, Thornton, Liverpool, Merseyside, L23 4UE
What type of support is offered?	Individual support; telephone calls; groups
Who provides the service?	St. Joseph's Hospice

Who is the service for?	Family of hospice patients Adults only (age 18+)
How can people use the service?	Referral from within Hospice services or self-referral.

Name of service	Woodlands Hospice Family Support Team
Contact details	0151 529 5352
Website	www.woodlandshospice.org/bereavement-support-adult
Address	Woodlands Hospice Charitable Trust, UHA Campus, Longmoor Lane, Liverpool, Merseyside, L9 7LA
What type of support is offered?	<ul style="list-style-type: none"> • Emotional and psychological support service • Access to social workers • Monthly Bereavement Groups • One to one meetings with Family Support Team • Complimentary Therapies
Who provides the service?	Woodlands Hospice
Who is the service for?	<ul style="list-style-type: none"> • Family of hospice patients • Children and Adults
How can people use the service?	Referral from within Hospice services; self-referral

Name of service	Claire House Children's Hospice / Butterfly team
Contact number	0151 334 4626 / 0151 343 0883
Website	www.clairehouse.org.uk
Address	Claire House Liverpool, Honey Green Lane, West Derby, Liverpool, L12 9JH
What type of support is offered?	<ul style="list-style-type: none"> • Counselling before and after the death of a child at the Hospice • Bereavement key worker from Butterfly team • Telephone and home visits when needed • Support for siblings • Counselling and/or complementary therapy service • Closed bereavement groups (six, monthly sessions) • Practical support with funeral planning • Signposting for further support
Who provides the service?	Claire House Hospice
Who is the service for?	Families and siblings of Children and Young People who have died in the hospice
How can people use the service?	Internal referral through the hospice

Name of service	Liverpool Bereavement Service - Adults
Contact details	0151 236 3932 Email: enquiries@liverpoolbereavement.co.uk
Website	liverpoolbereavement.com/

Address	Liverpool Bereavement Service, 1st Floor, Granite Buildings, 6 Stanley Street, Liverpool, L1 6AF
What type of support is offered?	<ul style="list-style-type: none"> • 1:1 Counselling Service (donations encouraged)
Who provides the service?	Liverpool Bereavement Service
Who is the service for?	Adults and young people in the Liverpool area who are affected by bereavement, loss and separation
How can people use the service?	<ul style="list-style-type: none"> • Referral via GP • Self-referral

Name of service	Oakleaf Children's Service
Contact details	0151 236 3932 Email: enquiries@liverpoolbereavement.co.uk
Website	liverpoolbereavement.com/
Address	Liverpool Bereavement Service, 1st Floor, Granite Buildings, 6 Stanley Street, Liverpool, L1 6AF
What type of support is offered?	<ul style="list-style-type: none"> • 1:1 Counselling Service (usually 6-8 weekly sessions) • Group/Family sessions
Who provides the service?	Liverpool Bereavement Service
Who is the service for?	Children and young people in the Liverpool area who are affected by bereavement, loss and separation (can take place in school or at Oakleaf Centre)
How can people use the service?	<ul style="list-style-type: none"> • Referral from health or social care professional • Self-referral

Liverpool South

Name of service	The Alder Centre
Contact number	Alder Centre 0151 252 5391 Bereavement Service 0151 252 5117 Email: alder.centre@alderhey.nhs.uk Child Death Helpline: 0808 800 6019 - open to anyone affected by the death of a child of any age Freephone M-F 10:00 – 13:00; T&W 13:00 – 16:00; and evenings 19:00 – 22:00
Website	Alder Centre - Alder Hey Children's Hospital Trust
Address	The Alder Centre, Eaton Road, East Prescott Road, West Derby, Liverpool, L14 5AB
What type of support is offered?	<ul style="list-style-type: none"> • Bereavement care workers provide practical and emotional support to parents and families at Alder Hey • Specialist Snowdrop Team provide 24 hour, 365 days a year response service within an hour of a child's death and in the weeks following • Child bereavement counselling • Face to face at the Alder Centre; telephone or online counselling • Befriending via telephone, video call, or face to face with trained bereaved parent volunteer • Supported therapeutic breaks (annual) with others who are also bereaved • Holistic and complimentary therapies (Tuesdays and Thursdays)

Who provides the service?	Alder Hey Children's NHS Foundation Trust
Who is the service for?	<ul style="list-style-type: none"> Families whose child dies at, or is brought to, Alder Hey following their death Additional specialist support is offered to siblings of a child that has died, to help them express their feelings and normalise their loss Bereavement counselling for parents and grandparents of an adult child Specialist support for siblings, cousins and friends of a child that has died
How can people use the service?	Referral via Alder Hey Hospital team or via website.

Name of service	Marie Curie Hospice Bereavement Service
Contact details	Main: 0151 801 1400 Bereavement Support Service: 0800 090 2309 for practical and emotional support in over 200 languages Email: liverpool.hospice@mariecurie.org.uk
Website	www.mariecurie.org.uk/help/hospice-care/liverpool#services
Address	Marie Curie Hospice Liverpool, Speke Road, Woolton, Liverpool, L25 8QA
What type of support is offered?	<ul style="list-style-type: none"> Telephone support service Signposting Companion over the phone service for anyone affected by terminal illness Online chat: Support Line for adults and under 18s (currently available in English only)
Who provides the service?	Marie Curie Hospice Liverpool
Who is the service for?	<ul style="list-style-type: none"> Services are open to the loved ones of Marie Curie Hospice patients
How can people use the service?	Hospice contacts family to offer support

Name of service	St Joseph's Hospice
Contact number	0151 924 3812
Website	https://www.stjhospice.org.uk/
Address	St Joseph's Hospice, Ince Road, Thornton, Liverpool, Merseyside, L23 4UE Email: enquiries@stjhospice.org.uk
What type of support is offered?	<ul style="list-style-type: none"> Individual/Telephone/Group support for patients, relatives and staff Regular memorial services
Who provides the service?	St Joseph's Hospice
Who is the service for?	Patients, relatives and staff connected to the hospice
How can people use the service?	Internal referral via Hospice

Southport and Formby

Name of service	Bereavement Service Team, Mersey and West Lancashire Teaching Hospitals
Contact details	0151 478 7578 (M-F 08:30 – 17:00)
Website	Mersey and West Lancashire Teaching Hospitals NHS Trust
Address	Whiston Hospital, Warrington Road, Prescot, Merseyside, L35 5DR Southport and Formby District General Hospital, Town Lane, Kew, Southport, PR8 6PN
What type of support is offered?	The Bereavement Team offer information and signpost to other organisations for help and support both locally and nationally
Who provides the service?	Mersey and West Lancashire Teaching Hospitals
Who is the service for?	Family and friends of patients at Whiston or St Helens Hospital Family and friends of patients at Southport & Formby District General Hospital or Ormskirk District General Hospital
How can people use the service?	Whiston and St Helens Hospitals <ul style="list-style-type: none"> Family and friends are referred after the death of a patient in hospital to Bereavement Team, Chaplaincy and Spiritual Care Team and Patient Advice and Liaison Services (PALS) Funeral information for bereaved parents or relatives with baby loss Baby and Child Remembrance Service Southport and Ormskirk Hospitals <ul style="list-style-type: none"> Family and friends are referred after the death of a patient in hospital to Bereavement Team, Chaplaincy and Spiritual Care Team and Patient Advice and Liaison Services (PALS)

Name of service	Bereavement Stepping Stones
Contact details	01704 544645 / 01704 517927 Email: hospice@queenscourt.org.uk
Website	www.queenscourt.org.uk/index.php/services/additional-services.html
Address	Queenscourt Hospice, Town Lane, Southport, PR8 6RE
What type of support is offered?	<ul style="list-style-type: none"> 1:1 support (provided monthly by appointment) Signposting calls Memorial evenings (twice annually) Stepping Stones – evening sessions for discussion one-to-one first Tuesday of every month by appointment Children & Schools Support Team – palliative care professionals liaise with schools to support children facing or dealing with the loss of someone close to them Bereavement brochure Signposting
Who provides the service?	Queenscourt Hospice

Who is the service for?	Families and friends bereaved of a patient in care of Queens Court Hospice
How can people use the service?	Hospice contacts family to offer support around 8 weeks after their loss with invitation to Stepping Stones

St Helens and Knowsley

Name of service	Bereavement Service Team, Mersey and West Lancashire Teaching Hospitals
Contact details	01704 704135 (M-F 10:00 – 16:00)
Website	Mersey and West Lancashire Teaching Hospitals NHS Trust
Address	Southport and Formby District General Hospital, Town Lane, Kew, Southport, PR8 6PN
What type of support is offered?	<ul style="list-style-type: none"> The Bereavement Team offer information and signpost to other organisations for help and support both locally and nationally Help and Care in Bereavement Booklet Funeral information for bereaved parents or relatives when a baby dies Booklet Baby and Child Remembrance Service
Who provides the service?	Mersey and West Lancashire Teaching Hospitals
Who is the service for?	Family and friends of patients at Southport & Formby District General Hospital or Ormskirk District General Hospital
How can people use the service?	Family and friends are referred after the death of a patient in hospital to Bereavement Team, Chaplaincy and Spiritual Care Team and Patient Advice and Liaison Services (PALS)

Name of service	Willowbrook Hospice Bereavement Support
Contact details	Family Liaison: 0151 430 8736 Email: bereavement@willowbrookhospice.org.uk
Website	I Am Bereaved Willowbrook Hospice
Address	Willowbrook Hospice, Portico Lane, Prescot, Merseyside, L34 2QT
What type of support is offered?	<ul style="list-style-type: none"> 1:1 supportive listening service for adults (18+) with trained volunteers Group support Signposting to Child Bereavement UK Support booklets Signposting to practical help Memorial services
Who provides the service?	Willowbrook Hospice
Who is the service for?	Loved ones of patients who have received care from Willowbrook Hospice as an inpatient or outpatient at any time. People must be age 18+ to access support
How can people use the service?	<ul style="list-style-type: none"> Hospice contacts family by letter to offer support Self-referral

Name of service	Willowbrook Hospice Bereavement Support
Contact details	Family Liaison: 0151 430 8736 Email: bereavement@willowbrookhospice.org.uk
Website	I Am Bereaved Willowbrook Hospice
Address	Willowbrook Hospice, Portico Lane, Prescott, Merseyside, L34 2QT
What type of support is offered?	<ul style="list-style-type: none"> • 1:1 supportive listening service for adults (18+) with trained volunteers • Group support • Signposting to Child Bereavement UK • Support booklets • Signposting to practical help • Memorial services
Who provides the service?	Willowbrook Hospice
Who is the service for?	Loved ones of patients who have received care from Willowbrook Hospice as an inpatient or outpatient at any time. People must be age 18+ to access support
How can people use the service?	<ul style="list-style-type: none"> • Hospice contacts family by letter to offer support Self-referral

Name of service	Caring Connections
Contact details	0151 289 2761 07813 996006
Website	www.thelivewelldirectory.com/Services/1304
Address	Caring Connections, Unit 15, Ashcroft Road, Liverpool, L33 7TW
What type of support is offered?	Provides a “supportive arena”, rather than counselling
Who provides the service?	Barbara Bettle Foundation
Who is the service for?	People aged 18+ from Knowsley and Liverpool who have been bereaved by suicide
How can people use the service?	<ul style="list-style-type: none"> • Referral from health or social care professional • Self-referral via form on website

Name of service	The Butterflies Project
Contact details	0151 493 2301
Website	www.knowsleyinfo.co.uk/content/butterflies-project
Address	174 Dragon Lane, Whiston, L35 3QY
What type of support is offered?	Specialist support for children and young people aged 4 - 15 experiencing bereavement (any cause), divorce/separation, domestic abuse or other family loss
Who provides the service?	Listening Ear (Merseyside)
Who is the service for?	Children and young people aged 4 to 15 from Knowsley
How can people use the service?	<ul style="list-style-type: none"> • Referral by health or social care professional • Self-referral

Warrington, Halton and Runcorn

Name of service	Warrington and Halton Teaching Hospitals
Contact details	01925 662294 / 01925 275281
Website	Bereavement Service :: Warrington and Halton Hospitals NHS Trust (whh.nhs.uk)
Address	Warrington Hospital, Lovely Lane, Warrington, WA5 1QG
What type of support is offered?	<ul style="list-style-type: none"> • One to one support • Signposting to practical help and support • Bereavement information Booklets
Who provides the service?	Warrington and Halton NHS Foundation Trust (Warrington General Hospital and Halton General Hospital)
Who is the service for?	Relatives and those close to patients who have died in the hospital
How can people use the service?	Referral from within the Hospital

Name of service	St Rocco's Hospice Counselling and Emotional Care Team
Contact details	01925 575 780 Palliative Care Hub: 0333 366 1066 (9-5 M-F; 08:30-16:30 weekends)
Website	www.stroccos.org.uk/Support-and-Advice/Our-Care/Counselling-Emotional-Care
Address	St. Rocco's Hospice, Lockton Lane, Bewsey, Warrington, WA5 0BW
What type of support is offered?	<ul style="list-style-type: none"> • Counselling • Bereavement Support leaflet • Bereavement Cafes (drop-in)
Who provides the service?	St Rocco's Hospice – Integrated Palliative Care Hub
Who is the service for?	<ul style="list-style-type: none"> • Support for family and friends age 18+ of hospice patients • Bereavement Cafes open to anyone who has been bereaved at any time • Anyone may call the Integrated Palliative Care Hub for information or support around palliative care services
How can people use the service?	Referral by clinical staff at St Rocco's inpatient ward, GP or Clatterbridge Macmillan Team.

Name of service	Listening Ear (Halton)
Contact details	0800 048 5224
Website	listening-ear.co.uk/halton
Address	N/A
What type of support is offered?	<ul style="list-style-type: none"> • 1:1 Counselling • Cognitive Behavioral Therapy • Group counselling • Bereavement support Helpline, providing practical and emotional support • Friendship After Bereavement (FAB) group
Who provides the service?	Listening Ear (Halton)

Who is the service for?	Residents of Halton
How can people use the service?	Self-referral via website

Name of service	Halton Haven Hospice Bereavement Support
Contact details	01928 791221 Email: info@haltonhaven.co.uk
Website	www.haltonhaven.org.uk/
Address	Halton Haven Hospice, Barnfield Ave, Runcorn, WA7 6EP
What type of support is offered?	Counselling
Who provides the service?	Halton Haven Hospice
Who is the service for?	<ul style="list-style-type: none"> • Patients of hospice (inpatient or day hospice) and people with life limiting illness • Family and friends aged 18 + of hospice patients (inpatient or day hospice)
How can people use the service?	Referral from within the Hospice.

Wirral

Name of service	Wirral University Teaching Hospitals Supportive and Palliative Care Group
Contact number	0151 678 5111 ext. 2002 or 2063
Website	www.wuth.nhs.uk
Address	Arrowe Park Hospital, Arrowe Park Rd, Upton, Birkenhead, Wirral CH49 5PE
What type of support is offered?	<ul style="list-style-type: none"> • Pre bereavement support to families of palliative patients • Practical support • Signposting for bereavement support
Who provides the service?	Wirral University Teaching Hospital NHS Foundation Trust
Who is the service for?	Family members age 18+ of hospital patients with a palliative diagnosis
How can people use the service?	<ul style="list-style-type: none"> • Referrals generated by patient team • Self-referral

Name of service	Wirral Hospice St Johns - Patient & Family Support Team
Contact number	0151 334 2778
Website	www.wirralhospice.org/patientfamilysupport
Address	Wirral Hospice St Johns, Mount Road, Higher Bebington, Wirral, CH63 6JE
What type of support is offered?	<p>Carers Group: offers free and confidential counselling support services to hospice patients, and their relatives or carers, who are over the age of 18</p> <ul style="list-style-type: none"> • Face to face; online; via telephone • Individual and/or group sessions

	<ul style="list-style-type: none"> • Counselling • Practical advice
Who provides the service?	Wirral Hospice St Johns
Who is the service for?	Family members and other carers (aged 18+), of someone who received treatment in the hospice Inpatient, or Wellbeing or Hospice at Home services
How can people use the service?	Families can self-refer or be referred by any member of the hospice team

Name of service	Claire House Children's Hospice
Contact	0151 334 4626 Email: clairehouse.referrals@nhs.net
Website	www.clairehouse.org.uk
Address	Claire House Children's Hospice, Clatterbridge Road, Bebington, Wirral, CH63 4JD
What type of support is offered?	<ul style="list-style-type: none"> • Individual or group counselling before and after the death of a child at the Hospice • Support for siblings • Closed bereavement groups • Practical support • Music therapy • Social events for families
Who provides the service?	Claire House Children's Hospice
Who is the service for?	Any family member of Children and Young People of a child/young person who accesses the hospice service
How can people use the service?	<ul style="list-style-type: none"> • Internal referral through the hospice • Online referral form

Specific types of bereavement

Support after the loss of a child

Name of service	Child Bereavement UK
Contact details	National Helpline: 0800 02 888 40 Live chat via website Email: helpline@childbereavementuk.org / northsupport@childbereavementuk.org
Website	www.childbereavementuk.org
Type of support	<ul style="list-style-type: none"> • Support for families, children and young people up to the age of 25 who are facing bereavement, and anyone affected by the death of a child of any age • Free, confidential bereavement support by telephone, video or instant messenger, across the UK • 1 to 1 support for adults bereaved of a child of any age • 1 to 1 support for children and young people aged 11 to 25 who have had anyone important to them die • Groups for families with children aged 4 to 12 • Groups for bereaved parents and carers

Name of service	Child Death Helpline
Contact details	Freephone 0800 282 986
Website	www.childdeathhelpline.org.uk
Type of support	Confidential helpline service for parents and families of a child who has died. Open every day of the year. Services provided by phone or email.

Name of service	Child Funeral Charity
Contact details	01480 276088 Email: enquiries@childfuneralcharity.org.uk
Website	www.childfuneralcharity.org.uk
Type of support	Financial assistance for families who have to arrange a funeral for a baby or child aged 16 or under, together with practical advice and guidance

Name of service	Compassionate Friends
Contact details	0345 123 2304 Email: helpline@tcf.org.uk
Website	www.tcf.org.uk
Type of support	Support to family members affected by the death of a child or children of any age and from any cause

Name of service	Love Jasmine (Liverpool)
Contact details	0151 459 4779 / 07566 225 253 Email: enquiries@lovejasmine.org.uk

Website	www.lovejasmine.org.uk
Type of support	Support for families bereaved by the loss of a child, including; <ul style="list-style-type: none"> • Emotional Support • Counselling (1:1 and couples) • Support Groups for parents and siblings over 17

Name of service	Lullaby Trust
Contact details	Bereavement Support - 0808 802 6868 Information and Advice - 0808 802 6869 Email: support@lullabytrust.org.uk
Website	www.lullabytrust.org.uk
Type of support	Confidential bereavement support to anyone affected by the sudden and unexpected death of a baby or young child

Name of service	Stillbirth and Neonatal Death Society (SANDS)
Contact details	0808 164 3332 Email: helpline@sands.org.uk
Website	www.sands.org.uk
Type of support	<ul style="list-style-type: none"> • Sands Support online chat service • Free Helpline • Local support groups • Online support meetings

Bereaved by suicide

Name of service	AMPARO Support following Suicide, Cheshire and Merseyside
Contact details	0330 0889 255
Website	amparo.org.uk
Type of support	<ul style="list-style-type: none"> • Listening and helping clients to access help and local support services • Practical support e.g. dealing with police and coroner, preparing for and attending inquests

Name of service	Campaign Against Living Miserably – Suicide Prevention
Contact details	0800 585858
Website	thecalmzone.net
Type of support	<ul style="list-style-type: none"> • Helpline and webchat 5pm-midnight 365 days per year • Support after suicide • Resources

Name of service	Papyrus - Prevention of Young Suicide
Contact details	0800 068 4141 / Text 07860 039967 Email: pat@papyrus-uk.org
Website	www.papyrus-uk.org
Type of support	Working to reduce the number of young people who take their own lives

Name of service	Survivors of Bereavement by Suicide (SOBS)
Contact details	National Helpline 0300 111 5065
Website	www.uksobs.org
Type of support	<ul style="list-style-type: none"> • Helpline and online forum • Online resources • Local support groups

Bereavement in other circumstances

Name of service	Sudden Unexpected Death in Epilepsy (SUDEP) Action
Contact details	01235 772850 / 01235 772852 Email: support@sudep.org
Website	sudep.org/someone-has-died
Type of support	Support for people affected by an epilepsy related death, including telephone counselling service and practical information and advice

Name of service	WAY – Widowed and Young
Contact details	Via contact form on website
Website	www.widowedandyoung.org.uk
Type of support	<ul style="list-style-type: none"> • A membership organisation for anyone who has lost a partner. • Self-help support and guidance for widows and widowers under 51 through local groups, social activities and online forums.

Support for Specific Groups

Support for children and young people

Name of service	Apart of Me App
Contact details	Via website contact form
Website	www.apartofme.app
Address	N/A
Type of support	<ul style="list-style-type: none"> • Mobile phone App, featuring a game that is designed to help young people cope with the death of a loved one • The app is aimed at young people who have lost a parent or other close relative, also those who have someone important in their life with a terminal illness

Name of service	Childline
Contact details	0800 1111
Website	www.childline.org.uk
Type of support	<ul style="list-style-type: none"> • Bereavement support for children and young people • Access to Childline counsellor via phone on 0800 1111, via online chat, email and SignVideo for contact with a counsellor through a BSL interpreter

Name of service	Co-op Funeral care
Contact details	0808 239 8956
Website	www.coop.co.uk/funeralcare
Type of support	Support for bereaved children includes the “Amy and Tom” books and video resources (accessible via local Co-op Funeral Homes)

Name of service	Grief Encounter
Contact details	0808 802 0111 (M-F 9am-9pm)
Website	www.griefencounter.org.uk
Type of support	Bereavement support for families, children and young people including helpline, counselling, workshops and resources

Name of service	Hope Again
Contact details	National Helpline 0808 808 1677 Email: helpline@cruse.org.uk
Website	www.hopeagain.org.uk
Type of support	Hope Again is the youth website of Cruse Bereavement Support. It is a safe place where young people can learn from one another about how to cope with grief and feel less alone. Local counselling service.

Name of service	Let's Talk about Loss
Website	letstalkaboutloss.org
Type of support	<ul style="list-style-type: none"> • A safe space for people aged 18-35 to talk through taboos and address the reality of losing someone close to you when you are young • Peer-led meet up groups in cities across the UK and online • Projects and campaigns encouraging everyone to talk about grief

Name of service	Winston's Wish
Contact details	0808 8020 021 Email: ask@winstonswish.org
Website	www.winstonswish.org/
Type of support	<ul style="list-style-type: none"> • Support for children and young people (up to 25) after the death of a parent, sibling or important person including individual and peer support groups • Bereavement support to parents, carers and professionals who are looking for childhood bereavement advice and support, including information, advice and publications/resources

Professionals

Name of service	The Bereavement Support Network (Elderly Matters)
Contact details	0808 168 9607
Website	bereavementsupport.co.uk
Type of support	A resource designed to help healthcare professionals in caring for bereaved families

Name of service	British Association for Counselling and Psychotherapy
Contact details	01455 883300 (M-F 10-4) Email: bacp@bacp.co.uk
Website	www.bacp.co.uk
Type of support	Information about counselling services across the UK including therapist directory

Name of service	Childhood Bereavement Network
Contact details	020 7843 6309 Email: enquiries@ncb.org.uk
Website	Childhood Bereavement Network
Type of support	A hub for those working with bereaved children, young people and their families across the UK.

Name of service	National Bereavement Alliance
Contact details	N/A

Website	National Bereavement Alliance – Supporting those who work with bereaved people
Type of support	Support, training and conferences and resources for individuals and organisations that provide bereavement support.

Other Groups

Name of service	Veterans UK
Contact details	Freephone (UK only) 0808 1914 2 18 (overseas +44 1253 866 043) Bereavement and Minicom Line: 800 169 3458 Email: veterans-uk@mod.gov.uk
Website	www.gov.uk/government/organisations/veterans-uk
Type of support	Dedicated bereavement line.

Name of service	British Humanist Association
Contact details	0207 324 3060 Email: info@humanists.uk
Website	humanists.uk
Type of support	Online community for people of humanist belief

Name of service	Jewish Bereavement Counselling Service
Contact details	020 8951 3881 Email: enquiries@jbcs.org.uk
Website	jbcs.org.uk
Type of support	A national counselling service based within Jewish context

Name of service	Muslim Bereavement Support Service
Contact details	020 3468 7333 Email: info@mbss.org.uk
Website	mbss.org.uk
Type of support	<ul style="list-style-type: none"> • Support for women in the Muslim community who have lost a loved one • Support to healthcare services to provide spiritual context to the bereavement support services they offer

Name of service	United Synagogue
Contact details	020 8343 8989 Email: info@theus.org.uk
Website	www.theus.org.uk
Type of support	<ul style="list-style-type: none"> • Practical information about what to do after a death • Bereavement befriending services

Practical Help and Advice after a bereavement

Name of service	Step by step guide after a bereavement
Website	www.gov.uk/when-someone-dies
Type of support	Government advice about what to do when someone dies

Name of service	Tell us Once Service
Contact details	N/A
Website	www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once
Type of support	The Tell Us Once service enables family members to report a death to most government organisations in one go

Name of service	DWP Bereavement Service Helpline
Contact details	<p>0800 731 0469 0800 731 0453 for Welsh language service Textphone: 0800 731 0464 Welsh language: 0800 731 0456</p> <p>Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 731 0469</p> <p>Video relay service for British Sign Language (BSL) users - check you can use this service</p>
Website	www.gov.uk/bereavement-support-payment/how-to-claim
Type of support	<ul style="list-style-type: none"> • Access to for Bereavement Support Payments to surviving partner • Applications can be made online, by telephone or by post