

Bereavement Support

You can access bereavement support by telephone or online from the following organisations:

Cruse Bereavement Care provides free support, advice and information for adults, children and young people.

- Northern Ireland (028) 9079 2419. www.cruse.org.uk/get-help/local-services/northern-ireland/northern-ireland
- National Freephone Helpline: **0808 808 1677**. Opening hours Monday-Friday 9.30am-5.00pm (excluding bank holidays), with extended hours on Tuesday, Wednesday and Thursday evenings, until 8pm.

Grief Chat (www.griefchat.co.uk) is a safe online space where people can share their story, explore their feelings and be supported by a qualified bereavement counsellor. The service is free of charge and is open Monday-Friday, 9am-9pm for people who are grieving or bereaved.

Local sources of support can be found on each HSC Trust's bereavement internet page or by contacting the Trust Bereavement Co-ordinator.

Belfast Trust: <https://belfasttrust.hscni.net/service/bereavement/>

Northern Trust: www.northerntrust.hscni.net/services/bereavement-services/

South Eastern Trust: <https://setrust.hscni.net/service/bereavement-care/>

Southern Trust: <https://southerntrust.hscni.net/service/bereavement/>

Western Trust: <https://westerntrust.hscni.net/service/bereavement-care/>

Trust Bereavement Co-ordinators	
Belfast Trust Heather Russell	028 9615 5473 heather.russell@belfasttrust.hscni.net
Northern Trust Gwyneth Woods	028 9442 4992 gwyneth.woods@northerntrust.hscni.net
South Eastern Trust Paul McCloskey	028 90553282 paul.mccloskey@setrust.hscni.net
Southern Trust Sharon McCloskey	028 37 560085 sharon.mccloskey@southerntrust.hscni.net
Western Trust Carole McKeeman	028 7134 5171 extension 214184 carole.mckeeman@westerntrust.hscni.net

Questions, concerns or feedback to services relating to your loved one's care

It is important that your name and contact details are not recorded on this survey so that we do not know who has sent it to us. We therefore cannot contact you to discuss any questions or concerns you record on this form or to provide feedback to teams.

You can however contact the Health and Social Care Trust who cared for your loved one directly through their service user feedback teams.

Service User Feedback teams	
Belfast Trust	028 95 048000 complaints@belfasttrust.hscni.net
Northern Trust	028 94 424655 user.feedback@northerntrust.hscni.net
South Eastern Trust	028 90 561427 complaints@setrust.hscni.net
Southern Trust	028 37 564600 serviceuserfeedback@southerntrust.hscni.net
Western Trust	028 7134 5171 extension 214142 complaints.department@westerntrust.hscni.net

Care Opinion is an independent organization where you can share your experiences of UK health and care services, good or bad. Your story will be passed on to the right people who treated or cared for you or your loved one to make a difference.

Website address: www.careopinion.org.uk

The Patient and Client Council is an independent body in Northern Ireland which represents your interests in Health & Social Care. They can provide free and confidential advice, information and help throughout the complaints process.

Freephone: **(0800) 917 0222**

Website: www.patientclientcouncil.hscni.net