



# Useful Contacts

Support for bereaved parents,  
families and carers

## Useful contacts and support services

Bereavement is one of the hardest life experiences we may face and coping with the death of a son or daughter can be the hardest of all. The loss of a baby can feel like an isolating, lonely experience. For some families, talking to others in similar circumstances can be helpful in getting through the worst times. Bereavement can also bring about practical, legal and financial issues that require advice and assistance.

This booklet contains information about sources of support that you may find helpful in the difficult days, weeks and months ahead. It contains the following sections:

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The information is checked regularly and we do our best to keep it up-to-date. From time to time, organisations' contact details may change. We are sorry if you find any errors or inaccuracies. Please contact us if this causes you any difficulties.

## Support within NHS Lothian

### **NHS Lothian Spiritual Care Service**

Hospital chaplains offer spiritual care to everyone, regardless of faith or belief. They can also help you contact a representative from your own religion or belief community. Staff can contact a chaplain for you or you can phone one of the numbers below and ask to be put through to the chaplain.

Royal Infirmary of Edinburgh: 0131 536 1000  
Royal Hospital for Sick Children: 0131 536 0000  
St John's Hospital: 01506 523 000

### **NHS Lothian Bereavement Service**

Provides advice and information on what to do after a death and can help you find sources of bereavement support and counselling.

Phone: 0131 242 6995

Open: Mon - Fri, 9am - 5pm

Email: [bereavement.service@nhslothian.scot.nhs.uk](mailto:bereavement.service@nhslothian.scot.nhs.uk)

Website: <https://services.nhslothian.scot/BereavementService>

## **Support for bereaved parents and families**

### **Child Bereavement UK**

Provides support and information to anybody affected when a baby or child of any age dies or when a child is bereaved.

Helpline: 0800 028 8840

Email: [support@childbereavementuk.org](mailto:support@childbereavementuk.org)

Website (including live chat): [www.childbereavementuk.org](http://www.childbereavementuk.org)

### **Cruse Bereavement Care Scotland**

Helpline and local branches providing bereavement counselling. Some branches can also provide counselling for children and young people.

Helpline: 0845 600 2227

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

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

### **Child Death Helpline**

Provides a confidential listening service to anyone affected by the death of a child of any age. Offers support to parents, grandparents, siblings, other family members, friends or involved professionals. Staffed by volunteers who have all been bereaved.

Helpline: 0800 282 986

Freephone from a mobile: 0808 800 6019

Open: Mon - Fri, 10am - 1pm, Tues & Wed, 1pm - 4pm

Every evening, 7pm - 10pm

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

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

## **Team Jak**

A local charity offering practical, social and bereavement support to families affected cancer and related illnesses in a child or young person (age 0-25).

Phone: 01506 412302

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

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

## **The Compassionate Friends**

An organisation of bereaved parents, siblings and grandparents offering support and care for others who have suffered the death of a child (at any age).

Helpline: 0345 123 2304

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

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

## **Care for the Family - Bereaved Parents Support**

Telephone befriending, events and away days for bereaved parents and bereaved adult siblings. Care for the Family has a Christian ethos but their resources and support are available to people of any faith or none.

Phone: 029 2081 0800

Email: [mail@cff.org.uk](mailto:mail@cff.org.uk)

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

## **Children's Hospices Across Scotland**

Bereavement support is available for families who have used CHAS's services (Rachel House, Robin House and CHAS at Home), but may also be available, if appropriate, for those who have not.

Phone: 0131 444 1900

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

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

## **Kindred**

Kindred is a parent-led organisation providing emotional and practical support to families of children with complex needs.

Helpline: 0800 031 5793

Email: [enquiries@kindred-scotland.org](mailto:enquiries@kindred-scotland.org)

Website: [www.kindred-scotland.org](http://www.kindred-scotland.org)

## Support when a baby dies

### **Held In Our Hearts (formerly SANDS Lothians)**

A local charity covering Edinburgh, the Lothians, Fife and Forth Valley offering counselling and support to parents who experience the loss of a baby at any stage of pregnancy and early childhood.

Phone: 0131 622 6263

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

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

### **SiMBA**

A local charity providing support groups, memory boxes and memorials for parents whose babies die during pregnancy or soon after birth.

Phone: 0131 353 0055

Email: [enquiries@simbacharity.org.uk](mailto:enquiries@simbacharity.org.uk)

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

### **Scottish Cot Death Trust**

Provides support and information to families bereaved by the sudden and unexpected death of a baby. Services include counselling, befriending (for bereaved parents and grandparents) and family days.

Phone: 0141 357 3946

Email: [contact@scottishcotdeathtrust.org](mailto:contact@scottishcotdeathtrust.org)

Website: [www.scottishcotdeathtrust.org](http://www.scottishcotdeathtrust.org)

### **Sands UK (Stillbirth and Neonatal Death Charity)**

Sands supports anyone who has been affected by the death of a baby before, during or shortly after birth.

National Helpline: 0808 164 3332

Open: Mon - Fri, 9.30am - 5.30pm, Tue & Thu until 9.30pm

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

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

## Support for bereaved children and young people

See also: Child Bereavement UK, Team Jak & Cruse in previous section

### **Richmond's Hope**

A local charity providing support for bereaved children and young people aged 4-18yrs in Glasgow, Edinburgh and Midlothian. Also offers telephone advice and support.

Phone: 0131 661 6818

Open: Mon - Fri. 9am - 5pm

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

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

### **Winston's Wish**

A charity offering support and guidance to bereaved children, their families, professionals and anyone concerned about a bereaved child.

Helpline: 08088 020 021

Open: Mon - Fri, 9am - 5pm

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

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

### **Hope Again** (formerly RD4U)

Hope Again is Cruse Bereavement Care's website for young people who have been affected by someone's death. It offers a safe place where young people facing grief can share their stories with others.

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

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

## Support following murder or suicide

### **Petal Support** (People Experiencing Trauma and Loss)

A Scottish charity providing practical and emotional support, advocacy, group support and counselling for adults, children and young people affected by murder and suicide.

Phone: 01698 324502

Email: [info@petalsupport.com](mailto:info@petalsupport.com)

Website: [www.petalsupport.com](http://www.petalsupport.com)

## **Survivors of Bereavement by Suicide**

Offers a range of support for adults who have been bereaved by suicide.

Helpline: 0300 111 5065

Open: Mon-Fri, 9am - 9pm

Email: [email.support@uksobs.org](mailto:email.support@uksobs.org)

Website: [www.uksobs.org](http://www.uksobs.org)

## **Support following a road death**

### **Brake**

Support and information for families following a death on the roads.

Helpline: 0808 8000 401

Open: Mon to Fri, 10am - 4pm

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

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

## **General emotional support and helplines**

### **Samaritans**

Support for anyone feeling down, worried or struggling to cope. You don't have to be suicidal to get in touch. Day or night, someone is always there to listen.

Helpline: 116 123

Open: 24 hours a day, 365 days a year

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

Website: [www.samaritans.org](http://www.samaritans.org)

### **Breathing Space**

A confidential helpline for anyone in Scotland feeling low, anxious or depressed. Operates overnight during the week and 24 hours a day at the weekend, when other support may not be available.

Helpline: 0800 83 85 87

Open: Mon - Thurs, 6pm - 2am

All weekend: Friday 6pm – Monday 6am

Website: [www.breathingspace.scot](http://www.breathingspace.scot)

## Support with practical and financial issues

### **Social Security Scotland**

For information and to make a claim for help with funeral costs if you live in Scotland and receive certain social security benefits. See leaflet on *Arranging your child's funeral* for further information.

Phone: 0800 182 2222

Website: [www.mygov.scot/benefits/funeral-support](http://www.mygov.scot/benefits/funeral-support)

### **Department for Work & Pensions Bereavement Service**

DWP helpline to check if you can claim help with funeral costs if you live in other parts of the UK.

Phone: 0800 731 0469 or Textphone: 0800 731 0464

Website: [www.gov.uk/funeral-payments](http://www.gov.uk/funeral-payments)

### **Down to Earth** (part of Quaker Social Action)

If you are worried about paying for a funeral Down to Earth offers free advocacy and practical guidance, and can help you apply for financial assistance.

Phone: 020 8983 5055

Email: [downtoearth@qsa.org.uk](mailto:downtoearth@qsa.org.uk)

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

### **Citizens Advice Bureau**

Advice on a range of issues including money, debt, benefits, legal issues and housing. Details of local branches can be found online at [www.cas.org.uk](http://www.cas.org.uk)

### **The Money Advice Service**

A free, impartial money advice service set up by the government.

Phone: 0800 138 7777

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

### **Turn to us**

A national charity which can signpost you to other organisations that can give advice on grants and benefits that may be available to you.

Website: [www.turn2us.org.uk](http://www.turn2us.org.uk)