

# Blackburn with Darwen COVID-19 Bereavement Support Services



This document has been designed to get the right help and support to residents of Blackburn with Darwen who have experienced a bereavement.

1. Introduction
2. Practical Bereavement Support
3. Bereavement and the Coronavirus
4. Local Services
5. National Services
6. Public Health Funerals
7. Common reactions to grief in Adults and Children

## **1. Introduction:**

Grief is a normal reaction to bereavement and many people find that their inner resources, combined with support from family and friends, are sufficient to help them manage their distress and the life changes and adjustments triggered by loss. However, general awareness and understanding of grief is often lacking, which can leave bereaved people feeling lost and misunderstood. Additionally, bereavement is associated with risks to health and wellbeing and can give rise to a wide range of needs.

There are a range of local and national services that can help people manage their grief and these range from the provision of information through health promoting community-based resources to more intensive, specialist help for those whose reactions are complex or prolonged, and affect their ability to manage everyday life.

This document hopes to provide information on those services and be used as a tool to signpost people in need to the right places.

## 2. Practical Bereavement Support

The death of a loved one can be among the most difficult moments that any of us will face in our lives, and it often falls on those closest to the deceased and grieving the most to organise the funeral.

The following links provide practical information to help bereaved families, friends or next of kin deal with a bereavement:

- During Covid  
[www.gov.uk/government/publications/support-for-the-bereaved](https://www.gov.uk/government/publications/support-for-the-bereaved)
- Practical advice regarding what to do after a death  
[What to do when someone dies: step by step - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/what-to-do-when-someone-dies)
- Bereaved by suicide or apparent suicide  
<https://www.nhs.uk/Livewell/Suicide/Documents/Help%20is%20at%20Hand.pdf>
- Practicalities  
<https://www.cruse.org.uk/get-help/practicalities>
- Age UK national charity offers information on bereavement and also on the practicalities when someone dies  
<https://www.ageuk.org.uk/information-advice/money-legal/end-of-life-planning/> or 0800 678 1602
- Age UK Blackburn with Darwen also provide help and support with the practicalities resulting from the change in circumstances eg, changes to people's incomes or paying for a funeral for older people.  
Advice & Information Service 01254 266620 or [enquiries@ageukbwd.org.uk](mailto:enquiries@ageukbwd.org.uk) or [www.ageukbwd.org.uk](http://www.ageukbwd.org.uk)
- Claiming Bereavement Benefits  
<https://www.macmillan.org.uk/cancer-information-and-support/supporting-someone/coping-with-bereavement>

### 3. Bereavement and the Coronavirus

The following is a list of nationally produced, online, information which families and carers can be signposted to during the Covid-19 outbreak about grief, and support in exceptional times.

- Child Bereavement UK: [www.childbereavementuk.org/coronavirus-supporting-children](http://www.childbereavementuk.org/coronavirus-supporting-children)
- Cruse Bereavement Care: [www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief](http://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief)
- Faith Action: [www.faithaction.net/campaigns/coronavirus/](http://www.faithaction.net/campaigns/coronavirus/)
- Interfaith and Multi-faith: [www.interfaith.org.uk/news/covid-19](http://www.interfaith.org.uk/news/covid-19)
- Marie Curie: [www.mariecurie.org.uk/help/support/coronavirus](http://www.mariecurie.org.uk/help/support/coronavirus)
- National Bereavement Alliance: [www.nationalbereavementalliance.org.uk/covid-19/](http://www.nationalbereavementalliance.org.uk/covid-19/)
- Oxford Health: Coping with the Coronavirus - Bereavement (one of a series about Coronavirus and mental health): [www.oxfordhealth.nhs.uk/wp-content/uploads/2020/03/OH-008.20-Coronavirus-and-bereavement-Local-v2.pdf](http://www.oxfordhealth.nhs.uk/wp-content/uploads/2020/03/OH-008.20-Coronavirus-and-bereavement-Local-v2.pdf)
- Loss and bereavement – resources to support children and young people: [www.lancashire.gov.uk/media/916175/eps-bereavement-and-loss-covid-19.pdf](http://www.lancashire.gov.uk/media/916175/eps-bereavement-and-loss-covid-19.pdf)
- Way Widowed and Young: a national charity in the UK for people aged 50 or under when their partner died: [www.widowedandyoung.org.uk/news/offering-support-through-the-coronavirus-outbreak/](http://www.widowedandyoung.org.uk/news/offering-support-through-the-coronavirus-outbreak/)
- Mental Health & Wellbeing during Covid-19: [www.every-life-matters.org.uk/wp-content/uploads/2020/04/ELM006-COVID-19-public-info-a5-booklet-AW-online-1.pdf](http://www.every-life-matters.org.uk/wp-content/uploads/2020/04/ELM006-COVID-19-public-info-a5-booklet-AW-online-1.pdf)
- Resources to support a person with a learning disability: <https://www.mencap.org.uk/advice-and-support/dealing-bereavement>
- Resources to Support Young people: [www.lancashire.gov.uk/media/916175/eps-bereavement-and-loss-covid-19.pdf](http://www.lancashire.gov.uk/media/916175/eps-bereavement-and-loss-covid-19.pdf)
- Resources on bereavement, and how it can affect autistic people and what we can do to help: <https://www.autism.org.uk/advice-and-guidance/topics/mental-health/bereavement>

## 4. Local Services

Across Blackburn with Darwen and Lancashire there are many organisations that offer bereavement support and it is important that following a death we are able to signpost and guide people for appropriate help.

Most people who experience loss will only require low level support, which can involve providing people with information on the grieving process, practical help with tasks, and social support. Family, friends, and colleagues will provide much of this support.

For those offering support, this is a time of “watchful waiting;” active listening; reminding people that grief is normal; exploring the emotions they may feel, and considering how everyday behaviours or skills might be affected.

In addition this level of support can also be provided by community groups, churches, religious and spiritual organisations (all faiths and none), hospital and hospice bereavement teams, online forums, local and national support services.

Support Available	How to Access	Other information
<b>Bereavement Counselling</b>	Contact Us: 01254 688440	Blackburn With Darwen Carers Service
<b>Bereavement and Counselling Service</b>	Helpline is open from 10am – 5pm Monday to Friday 07739516239	Lancashire Council of Mosques
<b>Befriending and Bereavement Service</b>	Service provided over the phone 10am – 5pm Monday to Friday 01254 392974	Lancashire BME Network are offering Bereavement support. Individuals that are experiencing low level mental health issues such as anxiety and isolation can access this service and will be offered up to 4 weekly appointments.

<b>COVID-19 National Bereavement Helpline</b>	<p><b>Tel:</b> 2600400</p> <p><b>Web:</b></p>	A new Bereavement Helpline has been introduced by the NHS to support bereaved families during the Coronavirus outbreak. The new helpline is not a counselling service but will be available to offer support, guidance and advice on dealing with grief and loss.
<b>The Bereavement Care Service East Lancs Hospital Trust</b>	<p><b>Tel:</b> 01254 263555</p> <p><b>Email:</b> <a href="mailto:Contact@elht.nhs.uk">Contact@elht.nhs.uk</a></p> <p><b>Web:</b> <a href="http://www.elht.nhs.uk/services/bereavement-care-service">www.elht.nhs.uk/services/bereavement-care-service</a></p>	Offers support to the relatives and friends of people who have died in hospital. The Bereavement Care Services staff can give you help and information and arrange for you to see the doctor who was looking after your relative to help answer any questions you may have.
<b>Bereavement Support Group Lancashire Teaching Hospital</b>	<p><b>Tel:</b> 01772 523730</p> <p><b>Email:</b> <a href="mailto:bereavement@lthtr.nhs.uk">bereavement@lthtr.nhs.uk</a></p> <p><b>Web:</b></p>	The Bereavement Support Group is for anyone who has been bereaved. The group meets on the same night in separate rooms of the same venue. Individual bereavement support sessions and telephone support are also available by arrangement.
<b>East Lancs Hospice</b>	<p><b>Tel:</b> 01254 287008.</p>	One-to-one and group support for anyone over the age of 16 who is grieving, irrespective of time, cause or relationship, and is registered with a GP in Blackburn, Darwen, Hyndburn on the Ribble Valley. There is no requirement to have had previous contact with the hospice services.

<b>Hope &amp; Help</b>	<p>Tel: 01254 946666</p> <p>Web: <a href="https://www.hopeandhelp.uk/contact-us/">https://www.hopeandhelp.uk/contact-us/</a></p> <p>Springwell House 2 Shear Bank Road Blackburn BB1 8AP.</p>	Offers bereavement Support Services.
<b>Life after Caring</b>	<p>Tel: 01254 688440</p> <p>Email: <a href="mailto:office@bwdcarers.org.uk">office@bwdcarers.org.uk</a></p> <p>Web: <a href="http://www.bwdcarers.org.uk/">http://www.bwdcarers.org.uk/</a></p>	This course is for anyone whose caring role has come to an end after a bereavement. If you feel you need to find yourself after the end of a caring role, this course will help you engage in activities that will give you new interests and enable you to establish your needs and the 5 preceding sessions will work around those needs.
<b>Butterfly Friends</b>	<p>Tel: 07702555078</p> <p>Email: <a href="mailto:info@homestarteastlancs.org">info@homestarteastlancs.org</a></p> <p>Web: <a href="https://homestarteastlancs.org/">https://homestarteastlancs.org/</a></p>	A safe place for parents who have suffered a loss, to come and speak freely, seek advice and comfort to other parents. We simply get together and have a natter.
<b>Flowers In Heaven</b>	<p>Tel: 07702555078</p> <p>Email: <a href="mailto:info@homestarteastlancs.org">info@homestarteastlancs.org</a></p> <p>Web: <a href="https://homestarteastlancs.org/">https://homestarteastlancs.org/</a></p>	A safe place for parents, who have suffered a child loss, through illness, stillbirth, or miscarriage, to come and speak freely, seek advice and comfort other parents.
<b>Private Facebook group or email peer support</b>	<p>Tel: 01264 860380</p> <p>Email: <a href="mailto:enquiries@birthtraumaassociation.org.uk">enquiries@birthtraumaassociation.org.uk</a></p>	Online forum and email support for parents who have suffered birth trauma. A charity that supports women who suffer birth trauma/post-traumatic stress disorder (PTSD) after birth. Access to the service is via SELF REFERRAL THROUGH FACEBOOK SITE OR WEBSITE.

<b>Cruse Lancashire Helpline</b>	<p> <b>Tel:</b> 01772 433645  <b>Email:</b> <a href="mailto:info@cruse.org.uk">info@cruse.org.uk</a>  <b>Web :</b> <a href="https://www.cruselancashire.org.uk/">https://www.cruselancashire.org.uk/</a> </p>	<p>This is the local helpline for Lancashire. You can contact this number for general support or to find out about local support groups.</p>
<b>Inayat Health &amp; Wellbeing</b>	<p> <b>Tel:</b> 01282 616825  <b>Web:</b> <a href="http://www.inayat.co.uk/bereavement-care/">www.inayat.co.uk/bereavement-care/</a> </p>	<p>Muslim faith bereavement service aims to support people through an extremely challenging period of their life.</p>

## 5. National Services

Support Available	How to Access	Other information
<b>At A Loss</b>	Web: <a href="http://www.ataloss.org/live-chat">www.ataloss.org/live-chat</a>	Talk to a Bereavement Counsellor. You can chat live to a specially trained bereavement counsellor. It is a completely free service and available Monday-Friday, 9am-9pm.
<b>Road Peace</b>	Tel: 0845 4500 355 Email: <a href="mailto:helpline@roadpeace.org">helpline@roadpeace.org</a> Web: <a href="https://www.roadpeace.org/">https://www.roadpeace.org/</a>	RoadPeace helps bereaved families by providing peer support and connecting victims with others similarly affected whilst providing ways to cope with the aftermath a road death. Mon - Friday 10am to 1pm
<b>SAMM - National Support after Murder and Manslaughter</b>	Tel: 0121 472 2912 Email: <a href="mailto:info@samm.org.uk">info@samm.org.uk</a>	SAMM provides a wide range of peer support services to people bereaved by murder and manslaughter. There is no time limit on becoming a member. The services are open to everyone regardless of how long ago they were bereaved
<b>Hope Again - Young people living after loss</b>	Web: <a href="https://www.hopeagain.org.uk/">https://www.hopeagain.org.uk/</a>	Hope Again is the youth website of Cruse Bereavement Care, It is a safe place where you can learn from other young people, how to cope with grief, and feel less alone. Here you will find information about services, a listening ear from other young people and advice for any young person dealing with the loss of a loved one.



<b>Coping with bereavement, grief and loss</b>	<b>Web:</b> <a href="https://www.nhs.uk/conditions/stress-anxiety-depression/coping-with-bereavement/">https://www.nhs.uk/conditions/stress-anxiety-depression/coping-with-bereavement/</a>	Advice from NHS
<b>Samaritans</b>	<b>Tel:</b> 116123  <b>Web:</b>	Offer a helpline and online resources that provide a range of support and guidance
<b>Mencap</b>	<b>Web:</b>	Offer information and guidance on dealing with a loss, including resources about how to discuss death with a person with a learning disability that is dealing with a loss, including resources about how to discuss death with a person with a learning disability
<b>Mind</b>	<b>Web:</b> <a href="https://www.mind.org.uk/information-support/guides-to-support-and-services/bereavement/about-bereavement/">https://www.mind.org.uk/information-support/guides-to-support-and-services/bereavement/about-bereavement/</a>	Provides information on bereavement, where to go for support, and suggestions for helping yourself and others through grief
<b>Cruse Bereavement Care</b>	<b>Tel:</b> 0808 808 1677  <b>Email:</b> <a href="mailto:helpline@cruse.org.uk">helpline@cruse.org.uk</a> <b>Web:</b> <a href="http://www.cruse.org.uk">www.cruse.org.uk</a>	Offer support, advice and information to children, young people and adults when someone dies.
<b>Aching Arms</b>	<b>Email:</b> <a href="mailto:info@achingarms.co.uk">info@achingarms.co.uk</a>  <b>Web:</b> <a href="http://www.achingarms.co.uk">www.achingarms.co.uk</a>	A baby loss charity run by a group of bereaved mothers who have experienced the pain and emptiness of leaving hospital without their much wanted baby.
<b>The Good Grief Trust</b>	<b>Web:</b> <a href="http://www.thegoodgrieftrust.org">www.thegoodgrieftrust.org</a>	Offers useful information, advice and encouraging stories from others to help you in

		this most difficult of times and to make the future that bit brighter.
<b>The Compassionate Friends</b>	<p><b>Tel:</b> 0345 123 2304</p> <p><b>Email:</b> <a href="mailto:helpline@tcf.org.uk">helpline@tcf.org.uk</a></p> <p><b>Web:</b> <a href="https://www.tcf.org.uk/">https://www.tcf.org.uk/</a></p>	Offer a telephone helpline, online support and resources after the death of a child of any age and from any cause.
<b>Winston's Wish</b>	<p><b>Tel:</b> 08088 020021</p> <p><b>Email:</b> <a href="mailto:ask@winstonwish.org">ask@winstonwish.org</a></p> <p><b>Web:</b> <a href="http://www.winstonswish.org">www.winstonswish.org</a></p>	Offers specialist bereavement support to children, young people and their families, helping them to rebuild their lives and face the future with confidence and hope.
<b>Tigerlily Trust</b>	<p><b>Email:</b> <a href="mailto:enquiries@tigerlilytrust.co.uk">enquiries@tigerlilytrust.co.uk</a></p> <p><b>Web:</b> <a href="http://www.tigerlilytrust.co.uk">www.tigerlilytrust.co.uk</a></p>	A local charity supporting families that lose their baby; for bereaved parents sadly facing the loss of their baby through miscarriage, stillbirth or neo-natal death
<b>Sudden Trauma Information Service</b>	<p><b>Tel:</b> 0845 367 0998</p> <p><b>Email:</b> <a href="mailto:stish1@hotmail.co.uk">stish1@hotmail.co.uk</a></p>	Support for sudden trauma e.g. accidents, assault, rape or sudden death.
<b>SOBS</b>	<p><b>Tel:</b> 0300 111 5065</p> <p><b>Email:</b> <a href="mailto:sobs.support@hotmail.com">sobs.support@hotmail.com</a></p>	Support for Survivors of Bereavement by Suicide. 9am-9pm daily.
<b>AMPARO</b>	<p><b>Tel:</b> 0330 088 9255</p> <p><b>Email:</b> <a href="mailto:amparo.service@listening-ear.co.uk">amparo.service@listening-ear.co.uk</a></p> <p><b>Web:</b> <a href="https://amparo.org.uk/">https://amparo.org.uk/</a></p>	Provides support for anyone affected by suicide. It is not a counselling service but it does provide emotional and practical support. Support can be provided one-to-one, to family groups, groups of colleagues or peers

<b>Bereaved by Suicide</b>	<a href="https://www.healthierlsc.co.uk/suicide/bereaved">https://www.healthierlsc.co.uk/suicide/bereaved</a> <a href="https://www.healthierlsc.co.uk/OrangeButtonScheme">https://www.healthierlsc.co.uk/OrangeButtonScheme</a>	Support for those who have been bereaved by suicide
<b>PAPARUS</b>	<b>Tel:</b> 0800 0684141 <b>Email:</b> pat@papyrus-uk.org <b>Web:</b> <a href="https://papyrus-uk.org/suicide-bereavement-support/">https://papyrus-uk.org/suicide-bereavement-support/</a>	Offer helpline advice and online guidance on where to find the resources and support you need.
<b>Children of Jannah</b>	<b>Tel:</b> 0161 480 5156 <b>Email:</b> info@childrenofjannah.com <b>Web:</b> <a href="http://www.childrenofjannah.com">www.childrenofjannah.com</a>	A Muslim support group for families who have lost a baby or child. Their mission is to meet the needs of grieving Muslim parents in the UK and beyond, providing practical, emotional and spiritual support, whilst educating friends, families, professionals and others to be better able to support them.
<b>Hospice Trust</b>	<b>Tel:</b> 020 7520 8200 <b>Web:</b> <a href="http://www.hospiceuk.org/what-we-offer/clinical-and-care-support/bereavement">www.hospiceuk.org/what-we-offer/clinical-and-care-support/bereavement</a>	Provides information about reactions to bereavement or practical advice, longer term bereavement support, bereavement counselling & practical information.
<b>Derian House Children's Hospice</b>	<b>Tel:</b> 01257 233 300 <b>Email:</b> families@derianhouse.co.uk <b>Web:</b> <a href="http://www.derianhouse.co.uk/care-support/bereavement-support/">www.derianhouse.co.uk/care-support/bereavement-support/</a>	The family support team can offer immediate emotional, practical and financial guidance. Ongoing support may include telephone contact, group sessions for parents, grandparents and siblings or counselling support for any family members if needed.
<b>The Bereavement Counselling Services</b>	<b>Tel:</b> 01695 570 729 <b>Email:</b> thebcs101@btconnect.com	Provides free and confidential help to anyone who has been bereaved. Providing support, guidance and confidential counselling service.

	<p><b>Web:</b> <a href="http://www.thebcsonline.co.uk">www.thebcsonline.co.uk</a></p>	
<b>Death by alcohol or Drugs</b>	<p><b>Website:</b> <a href="http://www.beadproject.org.uk">www.beadproject.org.uk</a></p> <p><b>Helpline (Cruse Bereavement Care):</b> 0808 808 1677</p>	Support and grief counselling for people after the death of a loved one from alcohol and drug use provided by Cruse Bereavement Care, including specific advice on working with the police and dealing with social stigma.
<b>Switchboard: LGBT+</b>	<p><b>Website:</b> <a href="http://www.switchboard.lgbt">www.switchboard.lgbt</a></p>	A helpline for LGBT+ that takes calls 10am-10pm on any issue 365 days a year, on any issue, <b>including bereavement and grief.</b>
<b>Resources to support someone with a Learning Disability</b>	<p><b>Website:</b> <a href="https://www.funeralguide.co.uk/help-resources/bereavement-support/helping-the-bereaved/supporting-someone-with-a-learning-disability-through-grief">https://www.funeralguide.co.uk/help-resources/bereavement-support/helping-the-bereaved/supporting-someone-with-a-learning-disability-through-grief</a></p>	Resources and guide to support someone with a learning disability. <a href="http://MAC16311Going-to-a-funeral-when-someone-dies(macmillan.org.uk)">MAC16311Going-to-a-funeral-when-someone-dies (macmillan.org.uk)</a>

## **6. Public Health Funerals**

### **What is a public health funeral?**

If no individual is willing or able to make the funeral arrangements for the deceased, the case may be referred to the Council, who will then be responsible for making the arrangements under S46 of the Public Health (Control of Disease) Act 1984. Referrals to the Council are only accepted in the following ways:

- A section 46 of the Public Health (Control of Disease) Act 1984 notice from the Coroner detailing time of death and place of death
- Social Services or similar care providers
- Nursing or residential care homes

The Council will deal with the organisation of a funeral including registering the death, liaising with the funeral directors and paying for the funeral.

The Council has no duty in the following situations and therefore will not take responsibility for funeral arrangements:

- the death occurred in a National Health Service premises
- funeral arrangements have already been made
- the funeral has taken place
- the death occurred outside of the Borough but where the person's main residence is in the Borough

**For any queries regarding Public Health funerals, please contact [cemeteries@blackburn.gov.uk](mailto:cemeteries@blackburn.gov.uk)**

## 7. Common reactions to grief in Adults and Children:

### **Common grief reactions in adults**

(Adapted from Relf, 2002)

#### **Emotional**

- Depression, sadness, sorrow, despair
- Guilt and remorse re events surrounding loss or past behaviour toward deceased
- Anger re health and social care providers, the deceased, family members, friends, God
- Aloneness – feeling emotionally isolated
- Loss of enjoyment - believing that to experience enjoyment is Relief - that suffering has ended / that role of carer has ended.
- Low self-esteem and feelings of inadequacy, failure, incompetence, worthlessness

#### **Behavioural**

- Agitation, restlessness, over-activity, 'searching' for deceased
- Fatigue - apathy, poor concentration
- Expressions of sadness
- Changes to patterns of life – e.g. sleeping, eating, libido
- Avoiding or seeking situations that may trigger grief

#### **Cognitive**

- Yearning/pining for deceased, pre-occupation, hallucinations, idealisation
- Hopelessness - loss of purpose, loss of hope for the future
- Anxiety – difficulty making decisions, fear re own health, fear re future
- Low self-esteem – feelings of inadequacy, worthlessness
- Sense of unreality and feeling removed from current events

**Social**

- Relationship difficulties - feeling misunderstood and unsupported
- Feeling lonely
- Managing different grief reactions with family and social network

**Physiological**

- Loss of appetite, weight change
- Physical complaints - tension, muscular pains, indigestion, shortness of breath, lump in throat, palpitations, panic attacks
- Increased use of antidepressants and other medicines, alcohol, tobacco
- Lowered resistance to infections

**Common grief reactions in children**

(Dyregrov, 2008)

- Anxiety
- Vivid memories
- Sleep difficulties
- Sadness and longing
- Anger and acting out behaviour
- Guilt, self-reproach and shame
- School problems

Some children might show regressive behaviour, social isolation, fantasies, personality changes, pessimism about the future, preoccupation with cause and meaning, and a sense of maturity and growth as a result of being bereaved.

