

Palliative Care: Bereavement support

A guide to the services we offer



**KATHARINE
HOUSE
HOSPICE**



**SOBELL
HOUSE
HOSPICE**

Working in partnership to provide specialist palliative care for adults with life limiting illnesses

Coping with the loss of someone special can be difficult and painful. Grief may leave you feeling guilty, confused, relieved and exhausted all at the same time. There may be many changes and adjustments to be made and you might have questions or feel you need emotional support.

How can the service help me?

We offer support and counselling to anyone whose relative or friend has died under the care of Katharine House Hospice or Sobell House Hospice. We provide the space for you to talk about the things that may be worrying or concerning you since your loss. Some people find it helpful to talk in confidence to someone who has the time to listen, who understands grieving, and who is not part of your close family or social circle.

Who will support me?

We have a team of volunteer bereavement support workers and qualified counsellors. They are all trained and supervised to support you in your bereavement. Our support workers will give you the opportunity to share your thoughts and feelings about your loss, with sensitivity.

At first you may find you cope well with the help of family or friends, but when things begin to settle down you may feel the need for extra support months or even years later. If this does happen please feel free to contact us.

“My support worker was warm, supportive, never intrusive and able to pick up a thread of something I was struggling to come to terms with. I was fortunate to have been given this gift of understanding for which I am so grateful.”

What will support be like?

We offer support in a number of ways. You can choose from individual contact through face-to-face visits, virtual calls, telephone calls, or attend one of our bereavement cafes. To begin with we offer ten sessions of individual support or counselling. If you need more sessions, your bereavement worker will talk to you about carrying on for longer. No two people are the same and the support you need will differ from the support others need.

Will anyone else be told what I talk about?

Everything you say to your support worker is kept confidentially within the Palliative Care Bereavement Support Team. We will not disclose details of what is said to anyone unless we are seriously concerned for your safety or the safety of others.

Our support workers keep brief notes of their contacts with you and these are shared with their supervisor. All notes are kept electronically and securely in accordance with General Data Protection Regulations (2018).

What if I live out of area but feel I need support?

Our service covers most of Oxfordshire. However, if you live outside the area please do contact us as we may be able to help you find support nearer to where you live.

"I have nothing but praise and gratitude for the help and support that my support worker gave me. I was so fortunate to have her."

What does having support cost?

The bereavement support we offer is free of charge. It is funded by Katharine House Hospice and Sobell House Hospice Charities.

Useful contacts

A full list of local and national bereavement services is available on our websites.

Age UK Oxfordshire

Tel: **0345 450 1276**

Web: www.ageuk.org.uk/oxfordshire

At a loss

Searchable directory of local and national services

Web: www.ataloss.org

Cruse Bereavement Care, Oxfordshire

Tel: **0808 808 1677**

Email: helpline@cruse.org.uk

Samaritans

Tel: **116 123**

Email: jo@samaritans.org

Seesaw – Grief Support for Young People

Tel: **01865 744768**

Email: info@seesaw.org.uk

WAY Widowed and Young (for under 50s)

Tel: **0300 201 0051**

Web: www.widowedandyoung.org.uk

“The service helped me to cope during a period of time that was very difficult. I was able to accept what was happening and learn that grief is a normal process.”

If you think that talking to someone would help, or if you want to find out more, please get in touch with us on the phone numbers below on Monday to Friday between 9.00am and 4.30pm.

Sobell House Hospice

Charity reg no: 1118646

Tel: **01865 225878** or **01865 255944**

Email: pallcarebereavement@ouh.nhs.uk

Web: www.sobellhouse.org

Katharine House Hospice

Charity reg no: 297099

Tel: **01295 228531** or **01865 255944**

Email: pallcarebereavement@ouh.nhs.uk

Web: www.khh.org.uk

“Often people just don’t want to talk about death but the support I got meant I could share my experience, and sharing somehow made it easier to cope.”

Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

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October 2023
Review: October 2026
Oxford University Hospitals NHS Foundation Trust
www.ouh.nhs.uk/information

