**Your Views Matter**

We continually try to improve the quality of our service and we want you to experience the best we can provide. We welcome comments or suggestions to ensure the service we provide addresses your needs.

Please speak with the Volunteer or alternatively forward your comments in writing to the Bereavement Comfort Call Volunteer Service Co-ordinator at the address overleaf.

If you wish to make a formal complaint, a leaflet advising you on how to do so is available on request.

**Your Information**

The Northern Trust takes your privacy very seriously. Staff will only access your information on a strict ‘need to know’ basis or when they are involved with you or your family during your care.

All staff have a legal duty to keep your information safe and confidential, as does anyone who receives information about you from the Trust. In line with legislation, the Trust has a range of measures and strict standards to protect paper and electronically held information.

This service is offered by the Northern Health and Social Care Trust in partnership with Cruse Bereavement Care, Helpforce and Marie Curie. 



Bereavement Comfort Call

Volunteer Service

Bush House

Antrim Hospital

45 Bush Road

Antrim, BT41 2RL



**Bereavement Comfort Call Volunteer Service**

Information for families and friends

September 2020



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**BEREAVEMENT** 

**BEREAVEMENT COMFORT CALL**

**COMFORT CALL VOLUNTEER**

**VOLUNTEER SERVICE**

**SERVICE**

We are so sorry that your loved one has passed away. We want to share We are so sorry that your loved one our sincerest condolences to you at has passed away. We want to share

this distressing time, from all staff our sincerest condolences to you at this within the Northern Trust.

distressing time, from all staff within the Northern Trust.

Grief is a natural process, but it can be devastating and difficult to cope Grief is a natural process, but it can be with. We want to provide you with the

devastating and difficult to cope with. support and information you need to We want to provide you with the

help you cope now and in the future. support and information you need to help you cope now and in the future.

The Northern Trust have developed The Northern Trust have developed a

a new Bereavement Comfort Call new Bereavement Comfort Call Service

Service to offer additional support to offer additional support for people for people who have been bereaved who have been bereaved whose loved whose loved one died in Antrim or

one died in Antrim or Causeway Causeway Hospital.

Hospital.



**What is the Bereavement**

**What is the Bereavement**

**Comfort Call Volunteer Service? Comfort Call Volunteer Service?** A team of volunteers who are specifically

A team of volunteers who are specifically trained to provide a safe, confidential space to

trained to provide a safe, confidential chat through feelings and emotions

space to chat through feelings and associated with grief and loss after the death

emotions associated with grief and loss after the death of your loved one in

of your loved one in hospital.

hospital.

One of the most helpful things is to talk about One of the most helpful things is to talk

the person who has died and your relationship about the person who has died and your

with them. Who you feel comfortable talking to relationship with them. Who you feel

is very individual and some people find it comfortable talking to is very individual easier to speak to someone outside of family

and some people find it easier to speak to or friends.

someone outside of family or friends. **What can you expect?**

**What can you expect?**

The Volunteer will:

The Volunteer will:

∙ contact you by telephone and introduce themselves

• contact you by telephone and introduce themselves

∙ explain about the Bereavement

• explain about the Bereavement support

support service

service

∙ offer a listening ear and a safe,

• offer a listening ear and a safe,

confidential space to chat

confidential space to chat

∙ offer you support to help you adapt and • offer you support to help you adapt and cope following loss

cope following loss

• provide a pack with relevant

∙ provide a pack with relevant

information

information

• direct you to a range of useful contacts

∙ direct you to a range of useful contacts you can turn to for additional support. you can turn to for additional support.

**When will you receive a call?**

**When will you receive a call?** Our Volunteer will aim to ring you within 3

Our Volunteer will aim to ring you within to 4 days after your loved one has died, or

3 to 4 days after your loved one has we can arrange a time that suits you best

died, or we can arrange a time that suits when you feel ready to talk.

you best when you feel ready to talk. This phone call will be made from a

This phone call will be made from a withheld telephone number.

withheld telephone number.

If the Volunteer cannot make contact

If the Volunteer cannot make contact with you by phone for any reason, an

with you by phone for any reason, an information pack will be posted to you

information pack will be posted to you which you may find useful.

which you may find useful.

If you wish, you can then get in touch

If you wish, you can then get in touch with with us using the address overleaf.

us using the address overleaf.

**Consent** 

**Consent**

The Bereavement Comfort Call

The Bereavement Comfort Call Volunteer will offer the service but

Volunteer will offer the service but you have the right to decline this or

you have the right to decline this or withdraw your consent at any time

withdraw your consent at any time

during the call.

during the call.



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