

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. Your comments or suggestions will be passed onto the service areas to share learning and improve their service.

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.

INVESTORS IN PEOPLE®
We invest in people Silver

HSC Northern Health
and Social Care Trust

Bereavement Comfort Call Volunteer Service

Bush House, Antrim Hospital,
45 Bush Road, Antrim,
BT41 2RL

Information for families
and friends

June 2023

Our Vision

To deliver excellent intergrated service in partnership with our community.

If you would like to give feedback on any of our services please contact:

Email: user.feedback@northerntrust.hscni.net

Telephone: 028 9442 4655

Or contact Care Opinion: 0800 122 3135

www.careopinion.org.uk

Northern Health and Social Care Trust

www.northerntrust.hscni.net



Working Together



Excellence



Openness & Honest



Compassion



BEREAVEMENT COMFORT CALL VOLUNTEER SERVICE

We are so sorry that your loved one has passed away. We want to share our sincerest condolences to you at this distressing time, from all staff within the Northern Trust.

Grief is a natural process, but it can be devastating and difficult to cope with. We want to provide you with the support and information you need to help you cope now and in the future.

The Northern Trust have developed a new Bereavement Comfort Call Service to offer additional support for people who have been bereaved whose loved one died in Antrim or Causeway Hospital.



What is the Bereavement Comfort Call Volunteer Service?

A team of volunteers who are specifically trained to provide a safe, confidential space to chat through feelings and emotions associated with grief and loss after the death of your loved one in hospital.

One of the most helpful things is to talk about the person who has died and your relationship with them. Who you feel comfortable talking to is very individual and some people find it easier to speak to someone outside of family or friends.

What can you expect?

The Volunteer will:

- contact you by telephone and introduce themselves
- explain about the Bereavement Comfort Call Service
- offer a listening ear and a safe, confidential space to chat
- offer you support to help you adapt and cope following loss
- provide a pack with relevant information
- direct you to a range of useful contacts you can turn to for additional support.

When will you receive a call?

Our Volunteer will aim to ring you within 4 weeks after your loved one has died, or we can arrange a time that suits you best when you feel ready to talk.

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

If the Volunteer cannot make contact with you by phone for any reason, they will leave a voicemail with information on how to get in touch. If you do not have a voicemail and miss the call and you would like to get in touch, please do so using the address overleaf.

Consent

The Bereavement Comfort Call Volunteer will offer the service but you have the right to decline this or withdraw your consent at any time during the call.



"We provide compassionate care with our community, in our community."