



Northern Health and Social Care Trust

Dear Relative,

On behalf of the Northern Health and Social Care Trust, the Bereavement Team would like to offer our sincere sympathy to you and those important to you, following your sad loss.

Death can happen at any time of life. Sometimes it is expected, because of illness or ageing, sometimes it happens suddenly and without warning. Often people find it difficult to navigate the many practical things that need done, whilst also dealing with the emotions that come with grief.

We acknowledge the range of emotions that you may experience at this difficult time. We at the Northern Health and Social Care Trust would therefore like to support you by providing you with some information that may be useful to you in the coming days and weeks.

The booklet "When Someone Dies" offers practical and emotional support designed to help you read the relevant sections as you need them. Don't feel you have to read everything at once. Some sections focus on how you may be feeling; others focus on the practical arrangements you may have to organise. Details of organisations offering advice and support are included towards the back of this booklet.

We hope that you find the information helpful and that it will, in some small way, help with the anxiety and distress you may feel at this difficult time.

Cruse Bereavement Support also provides a telephone helpline to support people who are bereaved. Their number is **0808 808 1677** or browse the website www.cruse.org.uk.

If you are experiencing distress or despair, Lifeline is a 24-hour crisis response, free helpline in Northern Ireland: **phone number: 0808 808 8000**. Website: www.lifelinehelpline.info

The Northern Trust welcomes service user feedback to enhance care provided. If you have a compliment, suggestion or complaint about your experience, please telephone **(028) 9442 4655** or email user.feedback@northerntrust.hscni.net

Care Opinion is the online feedback platform for health and social care services across Northern Ireland. It offers you the opportunity to share your experience of Health and Social Care services and to feedback anonymously on what went well or when things could have gone better. You can share your story by:

- Visiting www.careopinion.org.uk
- Scan the QR Code
- Calling the Care Opinion Freephone number on 0800 122 3135
- A feedback form can be requested by calling 028 27661377



We hope the information in this pack will offer you support and comfort at this time. Our contact details are below, if we can be of any help, either by listening or suggesting other support services. If we are not available, please leave a message and we will ring you back as soon as possible.

With deepest sympathies

L. Laverty

Leona Laverty

Trust Bereavement Coordinator (on behalf of the Northern HSC Trust Bereavement Team)

Tel. Office: 028 9442 4992

Email: Bereavement.Support@northerntrust.hscni.net

**Grief is
overwhelming.**

Let us help.

Cruse
Bereavement
Support

If you're struggling after someone close to you has died, there's lots we can do to support you.

We can provide information, advice or simply listen.



Find out more about how we can help you.

Contact Cruse Northern
Tel: 028 2766 6686
Northernarea@cruse.org.uk
www.cruse.org.uk

You're not alone.

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