

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 on to the service areas to share learning and improve their service.

Please either:

- » Speak with the volunteer
- » Forward your comments in writing to:
Bereavement Support Call
Service Co-ordinator
- » Contact Service User Feedback
- » Contact Care Opinion

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.



Working together



Excellence

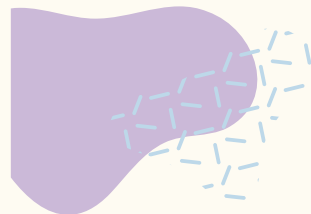


Openness & Honesty



Compassion

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



Contact

Bereavement Support Call Service Coordinator

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

Telephone: 028 9442 4992

Email: bereavement.support@northerntrust.hscni.net

If you would like to give feedback regarding our service, please contact our Service User Feedback Department on 028 9442 4655 or email user.feedback@northerntrust.hscni.net, or share your feedback online at www.careopinion.org.uk.

🔍 www.northerntrust.hscni.net

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Northern Health
and Social Care Trust

Bereavement Support Call Service

Information for family,
friends and carers





Bereavement Support Call Service

We are so sorry that your loved one has died. We want to share our sincerest condolences to you at this difficult time, from everyone at the Northern Trust.

Grief is a natural and essential response when someone we care about dies. While it is a normal process, grief can be emotionally demanding and its effects may vary from person to person.

The Northern Trust has developed a Bereavement Support Call Service to offer a listening ear and provide information and signposting to people following the death of a loved one in one of our Acute or Community Hospitals.

What is the Bereavement Support Call Service?

The Bereavement Support Call Service is a team of volunteers who are specifically trained to provide a safe, confidential space to talk about feelings and emotions associated with grief and loss after the death of your loved one in hospital.

Talking about your loss can help. Many people find it comforting to share memories of the person who has died and to speak about their relationship with them. Everyone's experience is different, and some people find it easier to talk with someone outside their family or circle of friends.

What can you expect?

The volunteer will:

- » Contact you by telephone and introduce themselves
- » Explain about the Bereavement Support Call Service and the purpose of the call
- » Offer a listening ear and a safe, confidential space to talk
- » Offer you support to help you adapt and cope following loss
- » Provide a pack with relevant information if required
- » Signpost you to a range of useful services and contacts for further support



When will you receive a call?

Our volunteer will aim to ring you approximately 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 or contact number overleaf.

Consent

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

If you would prefer not to receive a call, please let us know using the contact details overleaf.

