

Welcome to

Swindon and Wiltshire

Support After

Suicide Service

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Visit our Facebook page to keep up to date with the service by clicking [here](#)

Service Welcome Pack

- Information about the service
- One to One support
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- How to get involved with our service – volunteer opportunities

Information about the service

Swindon and Wiltshire
Support after Suicide Service
is for people of any age who
have been bereaved by
suicide and who live in
Swindon and Wiltshire.

Our core hours are Monday - Friday 9am- 5pm.

However we know that some people need to access support outside of office hours for example if you are in full time work. So we can provide pre-planned appointments in the evenings and weekends up to 8pm, so that you can access us at a time that suits you best.

We support people at any stage of bereavement, including immediately after your loss or in the longer term when you feel ready to access support but this must be within two years of your loss. We know that people bereaved by suicide need support at the time that is right for them

We support those immediately affected by suicide such as close family members including the spouse or partner but also those who have been exposed to suicide e.g. friends, neighbours, colleagues, witnesses, colleges and health and social care professionals.

We support anyone of any age who have been bereaved by suicide including those from diverse communities and this includes people from Black and Minority Ethnic (BAME), LGBTQ+, older people and people with learning disabilities and autism.

We do recognise that some diverse communities will have their own views on suicide and mental health; and we are able to discuss and explore this with you to help you find your own meaning and way forward in your bereavement.

Our staff team and volunteers may have lived experience of bereavement by suicide which we see as being extremely important. Alongside their other professional skills and experience, this comes together to enhance our delivery of the service.

Everyone's experience of grief is unique therefore - each individual who accesses our service is always treated with equal sensitivity, empathy and respect.

Our commitment

Everyone using the service will be met with respect, dignity, integrity, honesty, openness, compassion and empathy. We aim to maintain and encourage a space that is safe and confidential for all.

What we offer

One to One Support

Individual support from a Suicide Bereavement Worker for 3 to 6, once weekly sessions, followed by 4 fortnightly sessions, with the option to extend support if needed.

After the one to one sessions end, we provide monthly check-in sessions for 3 months and we provide support on the anniversary of the bereavement.

These sessions are not formal counselling but intended to provide a mix of practical and emotional support, as well as signposting to other services.

We provide you with emotional and practical support, information and other resources to help meet your needs and we can signpost and refer you onto local and national support services depending on your needs.

The practical support we can provide can include – support with inquests and coroner's courts, support to deal with funeral arrangements, support with the police, support to access legal or financial advice, support to discuss the bereavement with employers or education providers, support to access other support services, support with the media and support with notification of the death to companies and other officials.

The emotional support we can provide can include – support to deal with the shock, confusion, anger and guilt surrounding the loss, support to discuss telling others about the loss and a chance to voice safely your feelings and emotions around your loss.

With your agreement once you have stopped receiving one to one support from us, we can make contact with you on key anniversary dates to check in such as your loved ones birthday, wedding anniversary or the anniversary of their death.

Where support is delivered

We are currently delivering support face to face or via remote methods. This includes a choice of options including telephone calls, video calls via Microsoft Teams, Zoom, WhatsApp video, text message and email depending on your preference.

No contact measures

We recognise that, over time your needs may change and you might require more support at some times, than at others. We try to avoid the use of waiting lists and therefore ask that you keep us up to date with your needs. If you are going away for a while or don't feel like connecting, please let us know so we keep your support open. If you aren't making contact our team will attempt to reach you via email, text and phone call over a monthly period, before closing your case down. If things change and you want to use our service again you will always be able to refer yourself back in to us.

Please let us know how we are doing

We are very keen to make sure that our service is meeting the needs of those that we support, so feedback is really important to us. We collect this in a number of ways:

Service Experience Survey – You can complete a Service Experience Survey at any time during support and we will ask you to complete one at the end of the support we provide to you. The survey can be found here www.rethink.org/service-experience-survey

Compliments about the service - You can let us know if you have any positive feedback and we will record this anonymously to help us demonstrate the importance of the service to our funders.

Complaints - We value complaints as a way of constantly improving what we do. If you wish to make a complaint, then please speak to your group facilitators in the first instance who will try to resolve this with you or pass it onto the Service Manager. If you do not feel able to speak to your Suicide Bereavement Worker, then please contact the main service phone number or email on the front of this pack and the Service Manager will receive your complaint.

Did we make a difference? - As part of using our service we will ask you to complete an outcomes survey at the start and the end of your support. This helps us to understand how you felt at the start of support and how you felt at the end and if through our support you have felt any changes. You can complete the survey at this link below

<https://ecv.microsoft.com/ggSnTTIKGO> or we have a paper version you can complete.

This feedback is really important for us to understand how the service is performing and what improvements we can make. This also helps us evidence the need for the service to our funders.

Other support you can access



**SURVIVORS OF
BEREAVEMENT
BY SUICIDE**

Survivors of bereavement by suicide. A national charity providing peer support groups including ones in Bath and Bristol and a helpline for anyone over 18 - **Call 0300 111 5065** 9am-9pm Monday to Friday or visit their website: <https://uksobs.org>



**Bereavement
Support**

Cruse Bereavement – National Helpline for anyone affected by any kind of bereavement. Call 0808 808 1677 or visit www.cruse.org.uk



encounter

Grief Encounter - Free services and support to bereaved children, young people and their families. **Call 0808 802 0111** or visit their website:

<https://www.griefencounter.org.uk>



The Good Grief Trust – offers a range of practical support, signposting and friendship for anyone impacted by bereavement. To find out more or to contact them for support visit their website: <https://www.thegoodgrieftrust.org/>



Surviving the loss of your world

SLOW (Surviving the loss of your world) - providing support to bereaved parents and siblings. To contact them either email info@slowgroup.co.uk , call 07532 423 674 or visit their website <https://slowgroup.co.uk/>



Help is at Hand is a guide to help those bereaved by suicide with a wealth of information. Download for free - www.supportaftersuicide.org.uk/resource/help-is-at-hand



**The
Compassionate
Friends**

Supporting bereaved parents and their families

The Compassionate Friends - Support for bereaved parents, siblings and grandparents dedicated to the support and care of other similarly bereaved family members who have suffered the death of a child or children of any age and from any cause. **Call 0345 123 2304** or visit their website: <https://www.tcf.org.uk>

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Suicide&co

Suicide & Co – Provides a range of support from information, practical advice and help and counselling for those over 18 who have been bereaved by suicide. *(Suicide & Co will only take applications for counselling provided at least 6 months have passed since bereavement).* For more information, please visit their website:

<https://www.suicideandco.org/>



Child Bereavement UK - Free support to help children and young people (up to age 25), parents, and families, to rebuild their lives when a child grieves or when a child dies. Call **0800 02 888 40** or visit their website: <https://www.childbereavementuk.org>



Winstons Wish - Helpline to provide guidance and advice for children, young people, families and that have been bereaved by suicide. Winston's Wish will also provide support for professionals supporting families. Call **08088 020 021** (9am – 5pm, Monday – Friday), or visit their website: <http://www.winstonswish.org/death-through-suicide>



AtaLoss –AtaLoss website helps bereaved people find support and wellbeing resources & has a live bereavement counselling Griefchat, Monday – Friday 9am-9pm. Visit www.ataloss.org



Support After Suicide Partnership (SASP) - The Support After Suicide Partnership brings together suicide bereavement organisations and people with lived experience, to achieve a vision that **everyone bereaved or affected by suicide is offered timely and appropriate support.** Visit www.supportaftersuicide.org.uk



First Hand - a support guide for people who have witnessed a suicide of someone they didn't know. Download a free online copy here www.supportaftersuicide.org.uk/resource/first-hand

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Would you like to become more involved in our service?

We are very keen to involve people with lived experience of bereavement by suicide in the delivery our service. We have various Volunteer and Peer Worker roles available including:

Further details of the voluntary roles available:

Service Advisory Group / Co Design Role - being part of a group of people, bereaved by suicide, helping us evaluate, monitor and design the service. This can include attending meetings, reviewing information and publicity materials for the service.

Service Promotion Volunteer or Peer Worker Role - help us by attending events, speaking out about personal experiences of being bereaved by suicide and taking part in other promotional activities.

Peer Group Coordinators/facilitators - We have a growing network of 140+ peer-led self-sustaining Groups. We want to support and encourage volunteers to facilitate new peer-led groups providing ongoing mutual support, increasing long-term resilience and reduce social isolation which people who are bereaved can access after they stop using the other aspects of our service.

All of our volunteer roles are subject to a DBS check and references and full training and support is given for the duration of the volunteering. To find out how to get involved contact us.