

Cruse offers support to all in need,
regardless of age, gender or culture

Adult Helpline:
01707 278 389

**Children and Young People's
Helpline:**
01707 264 293

National Helpline:
0808 808 1677

Both our local helplines have a 24
hour answer-phone facility.

Please leave a message and contact
number and someone will call you
back.

Somewhere to turn when someone dies

Cruse Bereavement Care Hertfordshire
The Old Courthouse
St Albans Road East
Hatfield
Herts AL10 0ES
Admin: 01707 269 497
office@cruse-hertfordshire.org.uk
www.cruse-hertfordshire.org.uk

Telephone Service Information Leaflet

**Cruse Bereavement Care
Hertfordshire**

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Helpline:**
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Somewhere to turn when someone dies

What we can offer

The journey of bereavement may be long or short. At times it may be more difficult than others. It is at these times that the Cruse worker can offer to walk beside you on your particular journey.

At Cruse Bereavement Care, all our support workers are trained people who give their time to listen to the story the bereaved person wants to tell.

A support worker, most suited to the needs of each bereaved person, can offer free, confidential, support and reassurance.

How does the telephone service work?

Support is offered to clients, usually weekly and initially for six sessions.

On the whole clients need a land-line telephone to receive calls through the telephone service. In exceptional circumstances this service will be offered to those who only have a mobile.

Each session lasts up to 45 minutes.

Your volunteer will initially contact you to make the initial contact and set a date and time for the telephone sessions.

When the volunteer calls you the call will come through our phone services on our helpline number 01707 278 389.

Please note that you will not be able to contact the volunteer directly on this number.

If you need to cancel a session please call the helpline up to 24 hours before your session and leave a message.

If your volunteer phones and you do not answer the call your volunteer will call again after five minutes. If there is no answer after this time this is counted as a missed session.

Your volunteer will then contact you at some point over the next couple of days to inform you that you have missed the session and to arrange another session if you wish to continue.

If you are unavailable for the next session we will assume that you no longer want this service and sessions will be cancelled.

The office will contact you to confirm this in writing.

Two wellbeing assessment forms are enclosed with this leaflet; your volunteer will work through wellbeing (1) with you on your first session. At the end of support your volunteer will go through wellbeing (2) with you.

All calls are confidential. Volunteers are required to have supervision and may discuss your case in supervision.

Supervisors are also bound by confidentiality. The only time that confidentiality may be broken is if you are at serious risk of causing harm to yourself or others or if compelled to do so by law. If at any point whilst accessing our service it was felt that you were in need of emergency support, you may be asked for consent to contact your GP.

This service is only offered to people living in Hertfordshire. Offensive or inappropriate calls will be terminated immediately.