

What to do if someone is looking for grief support in person or over the phone








Because no one should face death or grief alone

Non-urgent support

If someone is looking for grief support, please tell them to visit our website at www.sueryder.org/support or by searching for 'Sue Ryder Grief Kind'. In the exceptional circumstance that they're unable to access our support online, we can arrange for some information to be sent by post. Please take a note of the full name and address and send it to supportercare@sueryder.org

We don't offer a grief support phone line and colleagues will be unable to follow up enquiries by phone. Our website provides expert grief support information and resources which are available for anyone to access for free, whether they are struggling with their own grief or looking for advice to support a friend or relative.

Sue Ryder Bereavement Support includes:

-  an **Online Bereavement Community** where people can share their experiences and get support from others
-  an **Online Grief Guide** with helpful advice
-  a free **Online Bereavement Counselling Service** via video
-  **Grief Coach**, a personalised grief support text messaging service
-  our **Grief Kind Spaces** which are in-person bereavement groups for people to share their experiences with others (selected locations only)

Urgent support

If they are clearly distressed and need urgent support, please direct them to the following services:



Text the word REMEDY to 85258 to start a free text conversation with a trained Shout volunteer at any time of the day or night



Call the Samaritans on 116 123 where they can speak to someone for free 24/7



Contact NHS 111 and choose the mental health option or in a life-threatening emergency go to A&E

Please make a record of any grief support enquiries you receive, please note if it was in person or over the phone. If you believe someone is at risk of taking their own life, you need to contact your manager straight away and follow any relevant safeguarding procedures.