



OUR SERVICE

A professional's guide

Winston's Wish is a national charity supporting children, young people and their families after the death of a parent or sibling. Winston's Wish offers a wide range of practical support and guidance to bereaved children up to the age of 25, their families and professionals via a Freephone Helpline, online support, a crisis messenger text service, individual and group support, publications and training.

We support all children (including pre-school age) and young people up to the age of 25 when someone is seriously ill or when grieving for someone important to them. We are a specialist provider of support for children bereaved through suicide and for children with special educational needs or disabilities.

If you are working with any children and young people up to the age of 25 whom you think may benefit from bereavement support we would welcome the opportunity to work collaboratively with you.

Helpline: 08088 020 021
winstonswish.org

**WINSTON'S
WISH** **WW**

Giving hope to grieving children



WEBSITES

winstonswish.org – resources and information for parents, carers and professionals.

help2makesense.org – resources for young people, sharing their stories and providing tools to help them make sense of what's happened and learn to live with their loss.

FREEPHONE HELPLINE

Parents, carers and professionals can call our national Helpline for free on **08088 020 021** for ongoing support and advice, Monday – Friday, 9am – 5pm. *Please visit the website for current opening hours.*



FAMILY BEREAVEMENT SUPPORT SERVICE

Supporting parents and carers to support bereaved children and young people across the UK through practical advice, emotional and psychological support, delivered in up to six scheduled and guided telephone-based sessions with our qualified Practitioners. *Referral to this service is only available through the Freephone Helpline.*

Families will have an allocated Practitioner within five working days of a referral

CHILDREN AND YOUNG PEOPLE'S BEREAVEMENT SUPPORT SERVICE

Children and young people up to the age of 25 from across the UK who require direct emotional, practical and psychological support can access our blended support model which mixes remote, digital and face-to-face bereavement support from our qualified Children and Young People's Practitioners. *Referral to this service is only available through the Freephone Helpline.*

Face-to-face support will be targeted towards children and young people most in need.

EMAIL SUPPORT

Anyone can email us seeking advice or to ask a question on **ask@winstonswish.org** and we will get back to you within 48 hours.



ONLINE CHAT

Anonymous online one-to-one bereavement support for children, young people, and those who care for them.

CRISIS MESSENGER

Free and confidential support in a crisis 24 hours a day. Text **WW** to **85258**

GRIEF SUPPORT GROUPS

An informal peer support group for young people aged 13-18 years old and overseen by Winston's Wish Bereavement Support Practitioners. *Please visit the website for more information.*

PUBLICATIONS & RESOURCES

We have a range of publications and resources aimed at helping bereaved children and young people. Visit **shop.winstonswish.org**

TRAINING

Professionals can access our bereavement training and consultancy to give them the tools needed to support bereaved children and families. Visit **winstonswish.org/training**