

### Who are Winston's Wish?

Winston's Wish is a national bereavement charity that offer practical support and guidance to children, families, professionals and anyone concerned about bereaved children. Their services give bereaved families the opportunity to talk about and make sense of what has happened and to meet others in a similar situation. Their experienced clinical team have been providing support and guidance to children, young people and families since 1992. [www.winstonswish.org.uk](http://www.winstonswish.org.uk)

### How you can contact Winston's Wish



08452 03 04 05

Mon to Fri 9am – 5pm  
Wed 7pm – 9.30pm

### Winston's Wish Helpline

The Helpline offers support, information and guidance to anyone caring for or supporting a bereaved child or young person.

#### Who calls?

Everyone and anyone who is supporting a grieving child calls the Helpline. They have calls from parents, grandparents, step-parents, carers, aunts, uncles, friends, teachers, health visitors, faith leaders, police officers, doctors and almost anyone else you can think of. About 55% of their calls come from family members and about 45% from professionals seeking advice and guidance. If a young person you know is finding it hard to cope with their grief and you want to help them, then please call.

#### Who will answer my call?

Your call will be answered by people who are professionally trained with the knowledge and experience to provide support services to children and their families.

#### Why do people call?

People call to discuss a wide range of concerns and questions. They will take the time to listen carefully to your worries and questions and help you to work out how best to support the bereaved young person. They won't tell you what to do or what not to do. However, they will share their knowledge of bereavement and their experience of working with bereaved children.



### 'Ask' email service

If you are looking for more information or have a specific question you need an answer to, you can ask via email and a clinical member of staff will respond directly.

<http://www.winstonswish.org.uk/supporting-you/ask-a-question/>

### Positive Outcomes

Sometimes hearing about others' experiences of grief can be helpful for those experiencing bereavement. Visit their 'Positive outcomes' webpage <http://www.winstonswish.org.uk/supporting-you/positive-outcomes/> for a collection of short films where bereaved children, young people and families who have chosen to share their inspirational stories, explain how Winston's Wish helped them to deal with their grief and rebuild their lives.

For Further support information, resources and publications, please visit the website:

[www.winstonswish.org.uk](http://www.winstonswish.org.uk)

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