

Practical Information Regarding the Death of your Child



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Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

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The death of a child is a devastating time for the whole family and you will be required to make difficult decisions at a time when everything can seem very confusing. The aim of this booklet is to give you information that will help you make the right choices for you and your family. Please do speak to staff if you have any questions.

Noah's Ark Children's Hospital for Wales
Heath Park
Cardiff
South Glamorgan
CF14 4XW
Tel: 029 2074 7747



The ward sister or charge nurse is

and can be contacted on

Your child's Consultant was

and their secretary can be contacted on

should you have any queries.

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The First Few Hours and Days

What happens immediately after my child's death?

We hope you were offered time to spend with your child on the ward or unit following their death and that you had the opportunity to wash and dress your child if this was your wish.

You might want the staff to provide keepsakes for you. These keepsakes can help create memories for the future and may include;

- A lock of their hair
- A memory box
- A clay cast of their hand
- Hand and foot prints
- A memorial sheet for an inscription to be placed in the memorial book (at the Sanctuary on B5)

You do not have to have any of these. It is your choice and it is also alright to change your mind. If you do wish to have them, please be aware that all of these options might not always be possible.

Please be aware that if your child has died within the Emergency Unit it might not be possible to have the keepsakes straight away.

If you want further information please ask a member of staff at the unit.

You are also able to have your child blessed. This can be carried out by either the hospital Chaplain or of course you are also able to contact a minister of your choice. A hospital Chaplain is available 24 hours a day 365 days of the year and they can be contacted for both spiritual and religious support for people of all faiths or no faith.

Is it possible to see my child at the hospital?

Yes, you are able to see and spend time with your child on the ward or unit, directly after their death has occurred.

At the hospital there is also a room where you can return to spend time with your child; this room is next to the mortuary. If you want to use this room you need to make an appointment, this would generally be between 9.00am - 4.00pm Monday to Friday.

To make an appointment during these hours please telephone a member of staff at the mortuary and they will arrange a mutually convenient date and time on **029 2184 4269**. The staff will do their best to accommodate your wishes, but sometimes it is not always possible.

In exceptional circumstances, outside these hours, please telephone **029 2074 7747** and ask the member of switchboard to bleep the Site Manager.

After your child has left the care of the hospital you can also see your child at the Funeral home.

Is tissue donation a possibility?

After your child has died they may become an organ donor or tissue donor if this is your wish.

You might be able to donate their corneas (part of the eye) and heart valves following their death but please be aware this is not always possible. Corneal donation can take place up to 24 hours after the death and heart valves up to 48 hours after the death.

If you decide to donate and it is possible, it does not prevent you saying goodbye or affect funeral arrangements.

If you wish to discuss tissue donation you can ask a member of staff to contact the Specialist Nurses in Organ Donation, who are available 24 hours a day or you can contact them yourself by calling **07659591889** and giving your contact details.

What happens next?

Providing there is no Coroner's investigation, a 'Medical Certificate of Cause of Death' will be issued by the hospital. This certificate is required to register the death.

You can speak with the Bereavement Office or Bereavement Nurse for more information regarding this certificate.

The University Hospital of Wales

- The Bereavement Office is open between 8.30am and 4.30pm for further information regarding the Medical Certificate of Cause of Death on **Tel: 029 2184 2789**.
- **Bereavement Nurse Tel: 029 2184 4949**

If you wish for your child to have a cremation and the Coroner is not involved an additional form will need to be completed. Please tell the ward or Bereavement Office at the hospital and they will arrange for the form to be completed. This will then be ready for the Funeral Director to collect.

Cultural and religious requirements will be taken into consideration, please advise staff on the ward and the Bereavement Office.

What happens if there are cultural requirements over a weekend or bank holiday period?

If you require your child's body to be buried during a weekend or bank holiday period there are guidelines in place for staff to try and help arrange this, but there are certain things that need to be done first.

- The medical certificate of cause of death needs to be completed by a doctor.
- The death needs to be registered with the Registrar of Births, Deaths and Marriages before your child leaves the hospital.
- If the burial is to take place at Western Cemetery in Ely then Cardiff Bereavement Services will need to be contacted by your Funeral Director. This includes Saturdays, Sundays and bank holidays, but there will be extra costs on these days.

If your child's death has to be reported to the Coroner, staff **will not** be able to complete the necessary paperwork and unfortunately your child will **not** be able to be buried until their death has been reported, and any investigations have taken place.

What facilities are available for families who have religious and cultural beliefs?

The Sanctuary is situated in B Block on level 5 at the University Hospital of Wales, there is also a multi-faith room in Noah's Ark Children's Hospital. These facilities are available for people of all faiths and those of no faith.

What happens if my child dies in the Emergency Unit?

Generally, if your child has died on the way to, or in the Emergency Unit, their death will be reported to the Coroner.

A Police Officer will be present in the department, they will need to take a statement and you will be asked to make a formal identification of your child. This is the normal procedure for all deaths within the Emergency Unit.

The doctor at the department will then need to report your child's death to the Coroner and the Coroner will make a decision about what will happen next.

The Coroners Officer will contact you to advise you regarding what will happen next.

You can also contact them on 01443 281100 or by email at Coroneradmin@rctcbc.gov.uk

They will tell you if;

- the General Practitioner can issue a medical certificate of cause of death or whether
- the hospital can issue a medical certificate of cause of death or that
- a post-mortem examination or inquest will be held

If the General Practitioner is to issue a medical certificate of cause of death, you will need to contact them to find out when you can collect the certificate.

If a doctor is not able to issue the certificate, the coroner's officer will tell you what to do next.

What if their death is reported to the Coroner?

Sometimes, even if your child has died on a ward or unit at the hospital, it is necessary for the doctor to report your child's death to the Coroner, before the medical certificate of cause of death can be given to you. Some of the circumstances include where:

- the cause of death is unknown;
- if the death occurred within 24 hours of admission to hospital;
- during or after surgery or a medical procedure;
- the cause of death is unnatural e.g. accident (including road traffic collision), poisoning, possible homicide or neglect.

What happens next is that the Coroner will decide either that:

- a post-mortem examination does not need to take place, in which case they will notify the Registrar of Births, Deaths and Marriages of this, using a Form A and a medical certificate of cause of death will be issued. Please be aware that if a Part A has been issued, this can sometimes cause a delay with registering your child's death; or
- a post-mortem examination will need to take place, in which case they will instruct a Pathologist (a doctor) to perform this.

After a post-mortem examination has been carried out, the Coroner will decide either that:

- no further action is necessary, in which case they will notify the registrar of this, using a form B: or
- that they need to hold an inquest; in which case, the Coroner's Officer will inform you about what happens next.

A Coroner's post-mortem is a legal obligation and families are not able to refuse it. However, if there is time to organise it in advance, families may be represented at the examination by their own doctor.

The Coroner's Office can be reached between 8am and 4pm on **01443 281100** or by email at **Coroneradmin@rctcbc.gov.uk**

Can we ask for a hospital post-mortem examination?

Although the Coroner might not require a post-mortem examination, you or the doctor may wish to have a hospital post-mortem examination.

A post-mortem can give more detailed information about the cause of death but it doesn't always provide all the answers. Your child can also have a limited examination although it is possible that this will also limit the findings.

You do not have to agree to a hospital post-mortem examination and it is your choice if this is to take place or not.

There is a booklet available about a hospital post-mortem examination if you wish to have further information.

The post-mortem examination is carried out sympathetically and should generally not delay funeral arrangements. Please tell the funeral director that this examination is taking place. The funeral can take place before the report is completed. The report is then sent to the Consultant who looked after your child; it can take many weeks for this report to be completed.

You can contact a funeral director to make provisional plans as soon as you want, you do not have to wait until you register your child's death.

PRUDiC

Procedural Response to Unexpected Deaths in Childhood

All child deaths that are unexplained or unnatural are notified to the Coroner as soon as the fact of death has been confirmed and consideration is given to the need for a full investigation, including an inquest.

This procedure sets a minimum standard for a response to unexpected deaths in infancy and childhood in Wales. It describes the process of communication, collaborative action and information sharing following the unexpected death of a child. The process collects all relevant information held by professionals to share with the Coroner and Pathologist prior to the Post Mortem examination. The aim of the PRUDiC is to ensure that the response is safe, consistent and sensitive to those concerned, and that there is uniformity across Wales in the multi-agency response to unexpected child deaths. The procedural response sets out a structure within which reasoned judgements can be made when evaluating an unexpected child death on the basis of all available information. The procedural response is coordinated on behalf of the Coroner by the police, or by local agreement the PRUDiC Practitioner (a specialist health professional). A bereavement plan is co-ordinated and consideration is given to a future meeting being convened.

The details of the PRUDiC process are given to the Child Death Review programme.

The Child Death Review programme

The Child Death Review programme aims to identify and describe patterns and causes of child death including any trends, and to recommend actions to reduce the risk of avoidable factors contributing to child deaths in Wales. At its heart is an effort to understand and help prevent deaths of children in Wales by focussing on modifiable factors that may have contributed to those deaths. The reviews do not seek to blame individuals or agencies but focus on what can be done to prevent deaths in the future. The success of the programme relies heavily on the partnerships between the Child Death Review programme and other organisations and professionals sharing information on the circumstances surrounding each child's death. Parents are not invited to be part of the Child Death Review Programme but may be invited to contribute any comments they may have into the review of the child's death. The report will not be on an individual case, but recommendations may be made to prevent future tragedies.

Can I take my child home?

If you wish, you may be able to take your child home following their death, but this is not always possible immediately after they have died. Should this be the case, the reasons why you are not able to take your child home will be discussed with you.

If you are taking your child home, you need to think about how they will be transferred and in what vehicle.

Staff at the hospital will also contact the local police to advise them that you will be travelling with your child.

Once at home (or before leaving the hospital) it is wise to speak with a funeral director regarding caring for your child. It is also sensible to ensure your child is kept in a well-ventilated, cool room especially during hot weather. During this time it can be beneficial to maintain regular contact with your funeral director; they will be able to offer support and advice throughout your child's time at home.

Can I take my child to Ty Hafan?

Following the death of your child you might wish to take them to Ty Hafan (if the child is known to the staff there). UHB Staff will need to liaise with Ty Hafan to help with the transfer of your child. The most appropriate way of transferring your child must be discussed and staff will help to facilitate this.

Registering your child's death

This will be completed with the local Registry Office, once they have the medical cause of death certificate from the hospital they will be able to register the death.

For deaths at the University Hospital of Wales, your child's death can be registered with Cardiff Register Office, they can be contacted as follows:

Telephone number: **029 2087 1680**

Email: **registrars@cardiff.gov.uk**

Please note that Cardiff Register Office is closed on weekends and during bank holidays but this might be subject to change.

Who can register their death?

Their death should be registered by a parent but if this is not possible other people can register their death, these include;

1. Someone who was present at the death
2. A representative of the establishment / hospital in which the death occurred
3. The person instructing the funeral director

What information is required by the Registrar?

- The medical certificate of cause of death issued by the hospital, GP or Coroner
- The full name and address of your child
- Their date and place of birth
- The name and occupation of their mother and /or father
- Details of any benefits that your child was in receipt of
- A birth certificate (if available).

What happens next?

The Registrar will issue a certificate (known as the green form). This will be required by the funeral director to allow them to continue with arrangements for the funeral.

They will also give you a certificate of registration of death; you should read the information and if any of it applies, complete the certificate and send or take it to the social security office.

There is a fee for copies of the (death) certificate; the Registrar will advise how many copies you may need. **If required at a later date there is an increased charge.**

How do I arrange my child's funeral?

It is really important that you take your time deciding about your child's funeral and be assured that there is no rush. The last thing you want is to have regrets many years later. It might be helpful to talk to more than one funeral director, not only because of costs but because it is important you feel comfortable with them as they will be caring for your child.

Although there is no rush to proceed with specific decisions regarding funeral arrangements it can be a good idea to contact a funeral director as soon as possible. They will be able to provide support and advice and answer any questions you may have. Information regarding funeral directors can be found on the internet or numbers can be provided by the Bereavement Nurse 029 2184 4949.

Funeral directors can provide you with an estimated cost, do not be afraid of discussing ways to reduce the cost quoted.

You might be entitled to help with funeral costs. Information is available from the Department of Works and Pensions. You can also contact your local Jobcentre Plus Offices. The majority of funeral directors do not charge for their services for babies and children up to the age of 18, but some do. Please be aware there will be other costs, such as costs for the grave if you decide on burial.

Alternatively, you can contact Cardiff Bereavement Services for advice on self arranged funerals. You do not have to have a funeral ceremony, or to use a religious minister or funeral director.

If you choose to arrange the funeral yourself useful resources would include;

- The Natural Death Centre **01962 712690**
- Bereavement Lead Nurse: Cardiff and Vale University Health Board **029 2184 4949**
- Cardiff Bereavement Services **029 20544820**

It might be worth thinking about recording the funeral service, having a book for people to sign or maybe keeping the cards from the flowers to reflect on later as the day may pass very quickly.

Support available within the Health Board

The Health Board provides the following support after the death of a child. You might wish to access some of the support, all of the support or none, it is your choice.

- **The Hospital Chaplaincy Team;**

You can contact them directly or the staff can contact them on your behalf, **029 2184 3230**. There is also a Chaplain on call 24 hours a day and they can be contacted out of office hours by ringing **029 2074 7747**. The Chaplains are available for spiritual, religious or general support for people of all faiths or no faith. The Sanctuary on B5 is a place for quiet reflection for people of all or no faiths and it is open 24 hours a day. There is also a multi-faith prayer room in Noah's Ark Children's Hospital.

- **Your Child's Consultant**

You might find it helpful in time to have a discussion with the Paediatrician who looked after your child. This can be arranged by contacting their secretary through the hospital switchboard on **029 2074 7747** to arrange a convenient time.

- **Bereavement Lead Nurse**

The nurse is available to help provide advice, support and information and can be contacted on **029 2184 4949**.

Annual Children's Remembrance Services

Services are held every year during the last weekend of November/early December at the Sanctuary on B5 in the University Hospital of Wales. The services are held on a Saturday morning for children who have died and on the Sunday morning for babies who have died at Cardiff and Vale Hospitals. During the service families are able to hang a star on the tree in memory of their baby or child who has died. Refreshments are available following the service and staff are present for support.

An invitation will be sent from the Health Board every year with a star enclosed and you are able to return the star even if you are unable, or do not wish, to attend the service. Please inform the Bereavement Lead Nurse if you no longer want to receive an invitation or if you change address.

Tel: **029 2184 4949**

Email: **faye.protheroe@wales.nhs.uk**

The local Stillbirth and Neonatal Death Charity (SANDS) also hold a service in Thornhill Crematorium in December.

Thornhill Crematorium **029 2054 4820**.

Helping you through your grief

Grief is unique to everyone. There is no right or wrong way to feel. Although there are recognised stages of grief, you will likely not progress through these in a clear and straightforward manner. Grief is complicated and unpredictable, and the bereavement service are here to support you.

Though family and friends can be of great support at this time, sometimes talking with someone outside of this group can provide much comfort.

Within the Health Board we have a Bereavement Nurse and Support Service who can be contacted as follows:

Tel: **029 2184 4949**

Email: **faye.protheroe@wales.nhs.uk**

The team are able to offer support and advice and assist in directing you to the most appropriate support. There are numerous charities that are able to help when a child dies and offer a wide range of support for those who are grieving.

Whilst in hospital your child may have been visited by one of our Chaplains, if religious, spiritual, or pastoral support is required please contact our Chaplaincy team:

Tel: **029 2184 3230**

Email: **Spiritual.Careteam@wales.nhs.uk**

Sadly sometimes there may be concerns regarding the care given to your child, we have a Concerns team who would be able to advise you of the steps to take regarding this:

Tel: **029 2183 6340**

Email: **Concerns@wales.nhs.uk**

Your GP will also be able to provide you with advice and support regarding your bereavement and any health concerns.

Reactions to grief – Adult / Child

Adult's Grief

The grief that follows the death of a child is like no other, however there are certain common reactions to grief, as mentioned previously these do not always follow a particular pattern and can resurface many months or years after the death.

Shock/numbness – This is usually one of the first reactions in grief and can make people feel confused and unable to think clearly. There may be an inability to believe that your child has died or difficulty in remembering what they looked or sounded like. The confusion and feeling of fogginess in the mind can continue for some time, but it will pass.

Overwhelming sadness – This can be accompanied by many tears or an inability to cry at all. Grief can change your perception of life and many things may seem pointless, planning for the future may seem fruitless.

Tiredness, exhaustion and other physical symptoms – The body can feel overwhelmed just like the mind, muscles can feel tense and ache, and there may even be symptoms such as nausea, stomach pains and heart palpitations.

Anger – There may be anger at yourself or perhaps anger at those who let it happen. It is common to become upset at relatively minor things, perhaps things that you wouldn't have been upset at before.

Guilt – Feeling guilty that we didn't do more, or that a different decision/action may have changed the outcome. There may also be guilt at still being alive, and feeling that you wish others had died instead may also instil feelings of guilt.

Fear – The fear of dying or thoughts of something bad happening to other children, or family and friends may increase. New fears may also develop such as leaving the house or seeing people you know when you are out.

Repeated visions of the death and surrounding circumstances – Although these can be distressing and upsetting, they can help the mind to process all that has happened. These visions may happen when awake or asleep and are not uncommon when grieving.

Grief can place enormous pressure on the bereaved and the wider circle of family and friends, sometimes it can feel as though people do not understand the depth of grief being experienced. Try to maintain relationships with loved-ones and explain the range of emotions being experienced, no two people will have the same experience of grief.

Please reach out for support if it is felt that these reactions to grief are overwhelming and continuing for an extended period of time.

Be kind to yourself. Allow yourself to do things that make you smile, we can be both happy and sad at the same time.

Children's grief

Although a child may exhibit many of these same reactions and emotions, the way adults approach a child's grief is important too.

It is our instinct to protect children from being hurt and upset, however it is important to talk to children about the person that has died and allow feelings to be shared honestly and openly. Show children that it is normal to feel sad when someone has died, give plenty of reassurance. Using clear language is important, saying 'dead' or 'died' is much more helpful for children than 'passed away' or 'gone to sleep'. Children should feel able to ask questions about the death and often they will guide the adult with how much they want to know. This can be painful as children can be quite direct in their questioning.

Depending on their age and personalities, children will grieve differently and they can move very quickly from one emotion to another. If possible a child should be given a choice on whether they wish to attend the funeral or not. The service should be explained in an age-appropriate way and things they will see/hear explained. It can be beneficial to involve them in some way such as choosing a photo, song or poem. There are of course other ways that the person can be remembered, such as making a memory box or jar together, creating a collage or drawing pictures.

Children do not grieve in the same way as adults and as they grow and realise the enormity of what has happened, they may need a lot of support.

There are charities which offer support specifically to bereaved children such as Hope Again, Winston's Wish and Child Bereavement UK, details are listed within this booklet.

A selection of Support / Information, Telephone Numbers and Websites

ARC: Antenatal Results Choices www.arc-uk.org	Support for parents who have had or may have to terminate a pregnancy because of their baby's anomaly	Tel: 0207 713 7486 info@arc-uk.org
Asian Family Counselling Service: www.asianfamilycounselling.org	Telephone counselling	Tel: 020 8574 0192 afcs@btconnect.com
BACP (British Association for Counselling and Psychotherapy) www.bacp.co.uk	Advice on choosing a therapist and a list of accredited therapists	Tel: 01455 883300 Lines open: Monday – Friday from 10am to 4pm
Barnardo's Child bereavement service www.barnardos.org.uk	Supporting bereaved young people, children and their families	Tel: 029 2057 7074 cardifffamilywellbeing@barnardos.org.uk
Bereavement Advice Centre www.bereavementadvice.org	Advice when someone dies (free phone service)	Tel: 0800 634 9494
Bliss www.bliss.org.uk	Bliss offers a wide range of family support services that provide confidential advice, information and support to the families of premature and sick babies	Tel: 020 7378 1122 ask@bliss.org.uk

BRAKE www.brake.org.uk	The helpline is for anyone in the UK who has been bereaved or seriously injured in a crash or their carers, whether the crash happened recently or a long time ago	Tel: 0808 8000 401 help@brake.org.uk
CALL Community Advice Listening Line www.callhelpline.org.uk	Free phone 24 hour listening and support service	0800 132 737 or text HELP to 81066
Cardiac Risk in the Young www.c-r-y.org.uk	Offers bereavement support to families affected by Young Sudden Cardiac Death	Tel: 01737 363 222 cry@c-r-y.org.uk
Cardiff Bereavement Services www.cardiffbereavement.co.uk	Based at Thornhill Crematorium; available for advice	Tel: 029 2054 4820 thornhillreception@cardiff.gov.uk
Chaplaincy Department for Cardiff and Vale University Health Board	Available 9 - 5 Monday to Friday and the team provides an on-call service 24/7	Tel: 029 2074 3230 Spiritual.Careteam@wales.nhs.uk
Child Death Helpline www.childdeathhelpline.org.uk	A listening service that offers emotional support to those affected by death of a child	Tel: 0800 282986

Child Bereavement UK www.childbereavementuk.org	Information, support and training for professionals caring for bereaved families	Tel: 0800 028 8840 helpline@childbereavementuk.org
Child Bereavement Network childhoodbereavementnetwork.org.uk	National UK charity provides information for children, young people and families and also professionals	Tel: 020 7843 6309 cbn@ncb.org.uk
Kids Cancer Charity www.kidscancercharity.org	Care and support for families affected by children's cancer. Also provide a holiday programme	Tel: 01792 480500 enquiries@kidscancercharity.org
Citizens Advice Bureau www.citizensadvice.org.uk/wales/	Advice Line	Tel: 0800 7022020 Relay UK - if you can't hear or speak on the phone, you can type what you want to say: 18001 then 0800 144 8884
The Compassionate Friends tcf.org.uk	Bereaved parents offering support to those who have had a child of any age die	Tel: 03451232304
Coroners Office (through Cardiff Central Police Station)	Following an unexpected, unexplained death	Tel: 01443 281100 Coroneradmin@rctcbc.gov.uk

Cruse Bereavement Care (Cardiff and the Vale) www.cruse.org.uk	Promoting the well-being of bereaved people and enabling anyone suffering bereavement caused by death to understand their grief and cope with their loss	Tel: 029 20 886913 Helpline: Tel: 0808 8081677
Department for Work and Pensions www.gov.uk	Responsible for welfare & pensions policy	Tel: 029 2058 6002
Donor Family Network www.donorfamilynetwork.co.uk	A support run by donor families for donor families	Tel: 0845 680 1954
SUDEP www.sudep.org	Listening, confidential service, volunteer who has experience of death through epilepsy, bereavement support, counselling	Tel: 01235 772850 support@sudep.org
FSID (Foundation for Study of Infants Death) www.fsid.org.uk	Support following the death of a baby. Suddenly or unexpectedly	Tel: 080 8802 6868
Grief Encounter contact@griefencounter.org.uk	Support children, young people and families affected by bereavement	Tel: 0808 8020111

Hope Again (Cruse) www.hopeagain.org.uk	Hope again supports young people, after the death of someone close to them	Tel: 0808 808 1677
ISSA (Islamic Social Services Association) www.issa-wales.org	Support services including counselling, befriending, advocacy, mediation, chaplaincy, education and information and advice	Tel: 029 2034 5294
Jewish Bereavement Counselling Service	Counselling service	Tel: 020 8951 3881 Enquiries@jbcs.org.uk
Lullaby Trust www.lullabytrust.org.uk	Support following the death of Sudden infant death syndrome	Bereavement support: 0808 802 6868
MYH (Muslim Youth Helpline) www.myh.org.uk	Free and confidential emotional support service, available nationally via the telephone, email, internet and through the post	Tel: 0808 808 2008
NAFD www.nafd.org.uk	National Association of Funeral Directors	Tel: 0121 711 1343
Samaritans www.samaritans.org.uk	A confidential helpline open 24 hours a day	Tel: 116 123 jo@samaritans.org (response time 24 hours)

SANDS www.uk-sands.org Cardiff SANDS www.cardiff-sands.co.uk	Stillbirth and Neonatal Death Charity	Tel: 020 7436 5881 cardiffsands@hotmail.co.uk
Bereavement Lead Nurse	Practical help, advice, support and information	Tel: 029 2074 4949 Tel: 07812495281 Faye.Protheroe@wales.nhs.uk
Survivors of Bereavement by Suicide www.uk-sobs.org.uk	Survivors of Bereavement by Suicide	Tel: 0300 1115 065 email.support@uksobs.org
The Miscarriage Association www.miscarriageassociation.org.uk	Available for support and information following the death of a baby (up to 24 weeks gestation)	Tel: 01924 200799 info@miscarriageassociation.org.uk
Winston's Wish www.winstonswish.org.uk	A charity that offers information and support to bereaved children, young people and their families	Tel: 08088 020 021 ask@winstonswish.org
2Wish www.2wish.org.uk	Provide immediate support to parents and siblings. They provide a professional counselling service for bereaved parents.	Tel: 01443 853125 support@2wish.org.uk
Young Minds Parent line www.youngminds.org.uk	Support to parents who are worried about emotional, mental and behavioural issues in young people	Tel: 0808 802 5544 from 9:30am - 4pm Monday - Friday.

The above information was correct at time of publication. This is not an exhaustive list and there are other organisations available if you wish to contact them.

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Bereavement Services Feedback

We appreciate this is a very difficult time for you and your family but as an organisation we would really value your feedback, be it good or bad, as it will help us provide the best service we can.

You can return this form to;

Bereavement Services
Patient Experience
Upper Ground Floor C Block
University Hospital of Wales
Heath Park
CARDIFF
CF14 4XW

If you require a freepost envelope please call Bereavement Services on 029 2184 4949.

1. On which ward or unit did your child die?

.....

2. When did their death occur?

.....

3. Before the death were your needs met by:

Doctors	Yes <input type="checkbox"/>	or	No <input type="checkbox"/>
Nurses	Yes <input type="checkbox"/>	or	No <input type="checkbox"/>
Specialist Teams	Yes <input type="checkbox"/>	or	No <input type="checkbox"/>

Comments:

.....

5. From our services was there anything you found particularly unhelpful during this difficult time?

Yes ☐ or No ☐

Comments:
.....
.....

6. Did you register their death on site at the University Hospital of Wales?

Yes ☐ or No ☐

Comments:
.....
.....

7. Have you any suggestions as to how we can improve our bereavement services?

Yes ☐ or No ☐

Comments:
.....
.....