

Appendix 5

Organisations offering services to bereaved people

NB This information was gathered during the two focus group meetings with professionals, and is not necessarily comprehensive. For more detailed information about each service, please refer to each organisation's website.

Name	Services offered
Age UK	Monthly Late Spring support group in Banbury (and CN?)
Samaritans	24-hour phone service; not bereavement specific; also drop-in centre; allow conversations about feelings and move on to sign-post services; "offer people choices"; Level 1 service
Primary Care Bereavement Service	15 qualified counsellors; focusing on Level 3 of NICE standards - complex grief; referral via GPs and psychiatrists only; standard number of sessions about 10.
Oxfordshire Cruse	Mainly focused on Levels 1 & 2 of NICE standards, occasionally Level 3. Self-referral only. Home and office appointments.
Katharine House Hospice	Support to bereaved people where death occurred in the hospice, service offered at hospice or at home. Volunteers working at Levels 1 & 2, not usually 3. Reciprocal arrangement with other hospices for bereaved people living locally. Accepts GP referrals infrequently.
Lawrence Home Nursing (Chipping Norton)	Home nursing
PML Counselling Service	Mainly Level 3 of NICE standards, self-referral or GP referral
Talking Space	Mainly Levels 2 & 3 of NICE standards; county-wide, single point of access, offer one-to-one and group therapy; 6 sessions model at Level 3;
MIND	Part of Talking Space; well-being services, single point of access, resource for bereavement agencies
Royal Volunteer Services	Offer Level 1 service for those usually 60+. Voluntary visitors listen and sign-post to specialist bereavement services
Phone Friends AGE UK	Listening service, usually used by 50+ age group.

Silverline	Night-time service, offers friendly ring-in, for all age groups but most used by over 65s
WAY Up and WAY Forward	Widowed and Young: self-run group in Banbury.
Restore	Longer-term mental health support; sign-post to Cruse if bereavement is an issue; accept self-referrals and offer Level 1 support
Banbury Therapy Centre	General counselling
Widow's lunch group at St John's Church	
Friendship Club for Bereaved, Chipping Norton	For all ages and types of bereavement; monthly meeting, generally social rather than therapeutic; occasional speakers.
Funeral Directors	Offer informal support including post-funeral follow-up
Input from faith groups	(more information needed)
Pre-bereavement support from carers	