

Getting help from our 565 Service



Ipswich and
East Suffolk





Getting help from our 565 Service



Whatever your role is, you can only offer so much support to a child.



If a child is finding it hard to adjust to **bereavement**, they may need extra support.



Bereavement is the experience of sadness, grief, and mourning after a loved one have died.



A child could be feeling sad or angry all the time.



They may be having trouble with sleeping or eating.



Or they may be struggling with school and friends.



Our 565 Service is for young people aged 5 – 18.



Our 565 Service is for young people who have lost a loved one through a life limiting illness or Covid -19.

We offer:



- Guidance and support for parents in how best to support the children in their care to cope with the death of a loved one.



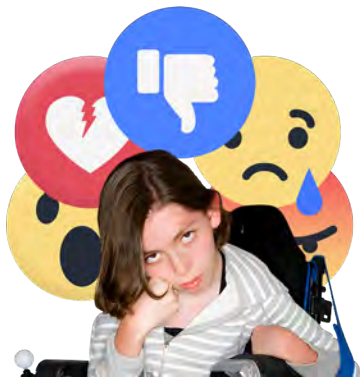
- Support for schools



- Family meetings



- One-to-one sessions for children and young people



We will help children and young people find their own ways of expressing emotions.



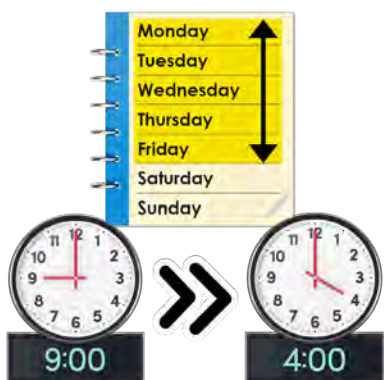
We encourage family members to call us if they have worries or concerns regarding their children.



To get support for our 565 Service, please use the contact details on the next page.



You can contact our team by calling **0300 303 5196** or emailing **emotionalwellbeing@stelizabethhospice.org.uk**.



We are available Monday to Friday, 9 am to 4 pm.

If you call outside these hours, leave a message, and we will call you back.



Get help from the 565 Service by going to our website and filling out a form:
www.stelizabethhospice.org.uk/our-care/livinggrief-bereavement-support/565-service-children-support/refer-to-565-service/



You can call our OneCall 24-hour line at **0800 567 0111**.



How much does it cost?



All of our bereavement services at St Elizabeth Hospice are free.



St Elizabeth Hospice is a charity.



We rely on gifts and donations to carry out our work.



Tell us what you think



Hearing about your experience of St Elizabeth Hospice can help us to improve our services.



Hearing about your experience of St Elizabeth Hospice can also help us to provide better care and support for those who need it.



You can make a comment or **complaint** or **compliment** us on something we've done well.



A **complaint** is to say something is unfair, unacceptable or otherwise not up to normal standards.



A **compliment** is to say something good about someone or something.



You can do this by writing a letter and sending it to:

St Elizabeth Hospice, 565 Foxhall Road, Ipswich, Suffolk IP3 8LX



or you can visit:

stelizabethhospice.org.uk

You can contact us in a number of different ways.

Phone number: 0300 303 5196

Email: emotionalwellbeing@stelizabethhospice.org.uk

Address: St Elizabeth Hospice, 565 Foxhall Road, Ipswich, Suffolk IP3 8LX

Website: stelizabethhospice.org.uk

Facebook: St Elizabeth Hospice

Instagram: @stelizabethhospice

LinkedIn: st-elizabeth-hospice

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with

