



# Befriending from The Lullaby Trust

Thank you for enquiring about our Befriender service. This leaflet is to give you more information about the service and what you can expect.

## **Befriending**

Befriending is a listening support service offered to bereaved family members. It is personal support offered by our team of trained volunteers who are themselves bereaved parents, grandparents and other relatives. It is not a counselling service, but a peer-to-peer support service, which has been highly valued by other families for linking them with someone else who has been through a similar experience.

Once you have made the decision to set up Befriending we will link you with one of our Befrienders. We can usually set up a contact within a few days if you would like it. There is no waiting list.

## **Matching you with a Befriender**

We will find one of our Befrienders to support you, and in finding someone we look first for someone who can contact you in the time and method you have said you would like. All our Befrienders have experienced the death of a baby, and are trained by us in listening skills. We cannot guarantee that their situation will be exactly the same as yours, but they are all ready to support you and have experienced a bereavement of a child or baby.

Once you have been matched we give the Befriender basic information about you, your family and your baby. If there was a particular reason for your contact with us, such as an anniversary, then we will pass this on so they are aware. We do not pass on any further details unless you ask us to do so.

## **Contact with your Befriender**

The Support team will have discussed with you how you are most comfortable with being contacted, and this is usually by telephone or by email. We will also discuss how soon you would like to have contact from a Befriender and the best time of day for you.

Once we have matched you and arranged the time of the first contact with a Befriender, we will confirm the details with you. You can arrange the timings of any future contacts directly with your Befriender. The arrangements are therefore all based around what is best for you and possible for the befriender.

For phone contact we do not advise Befrienders to give out their contact details so they will contact you for the first and any future contacts. If your contact is via email then it is up to the Befriender how often they are able to reply, but we would expect a reply within a few days and this will be made clear to you by the befriender.

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### **What to do if you have a problem**

We know that sometimes life is busy, and the time you arranged beforehand may not be the best time to talk on the day, for all sorts of reasons. If you can let us know of any changes in advance then we can contact your Befriender and rearrange the time. You can contact the bereavement Support Line (0808 802 6868, or [support@lullabytrust.org.uk](mailto:support@lullabytrust.org.uk)) and we will inform your Befriender.

If you have any questions or issues about your Befriending, we encourage you to contact us on the bereavement Support Line or email us. We will try and work through any issues you might have.

### **The length of Befriending**

There is no set time for Befriending to continue; that is up to you. Some people find just one or two chats are enough, whereas for others contact is more regular and continues for longer. You can end the Befriending at any time by either letting your Befriender know or by contacting the Support team. As part of our on-going efforts to improve our Befriending service, we have a short survey monkey questionnaire we send to all our families at the beginning of befriending support and after 3 or 6 months (depending on the length of support) and would welcome your feedback.

### **Your information and confidentiality**

All information we receive from you is kept confidential within The Lullaby Trust's Support and Development department. We do not monitor all contact between Befrienders and families, though we do ask Befrienders to keep us up to date with any Befriending they might be doing and when befriending support has finished for any reason. We do not record phone calls. Befrienders use a secure Lullaby Trust email account and emails are stored in secure email in-boxes but are usually kept between you and the Befriender.

Befrienders may occasionally ask for advice on how best to support you, which is part of our ongoing support service to the Befrienders. Whilst we are fully committed to keeping all information confidential within The Lullaby Trust, there are a few circumstances where staff and Befrienders would have to break this confidentiality and seek outside support or advice, for example when we feel someone might be at risk of harm by something we have been told. You can ask for a copy of our confidentiality policy at any time to see details of the few circumstances when we have to break confidentiality.

We hope you find our Befriending service supportive. Don't forget that our other bereavement support services are still available to you and your family, including the Helpline and online discussion forum:

Bereavement support: 0808 802 6868  
Email: [support@lullabytrust.org.uk](mailto:support@lullabytrust.org.uk)  
Online discussion forum: [www.lullabytrust.org.uk/discussion](http://www.lullabytrust.org.uk/discussion)