



## Important Information for Professionals: Suitability of Bereavement Support at The Lullaby Trust

At the Lullaby Trust, we offer helpline support which is a confidential listening service, this is not formal counselling or a therapeutic service. Everyone who contacts our bereavement support line will be offered the chance to be put in touch with a Befriender, a bereaved parent or a relative with lived experience of the death of a baby/child.

The death of a child is a traumatic event, especially when it is sudden and unexpected. It is natural to assume that accessing The Lullaby Trust bereavement support will improve the outcomes for someone who has experienced the death of a baby or child. However, it is vital for professionals to be aware of **when our bereavement support would not be suitable:**

- When the individual is **in mental health crisis**, or is **actively psychotic**
- When the use of **drugs or alcohol** is impacting on daily life
- When an individual is **resistant to support**, or agreeing to access support out of a sense of obligation

In all of these cases, the bereaved person would be unable to engage with our bereavement support in a way that feels helpful and safeguards their wellbeing.

The physical and emotional safety of the individual must take precedence before accessing The Lullaby Trust Bereavement support services.

If you are unsure whether our services would be suitable for the bereaved person you are supporting and would like some advice, please call The Lullaby Trust [bereavement support line](#) on **0808 802 6868**, before signposting the individual to us for support.

### **If the person you are supporting feels suicidal or is at risk of harm to themselves or others:**

- Contact Samaritans any time on **116 123**
- SHOUT offers text support any time - **text SHOUT to 85258**
- Telephone NHS 111 by **dialing 111**
- Find your local NHS Crisis line (England only)
- **If they are already linked to Mental Health Services** - contact their local community mental health or crisis team

**In an emergency: call 999 or go to your local accident and emergency department if you are feeling suicidal or if you have self-harmed and are concerned about it.**